

# EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting Casual opportunity as a **Medical Secretary (Competition #199.19)** exists in the Access Centre reporting to the Supervisor.

## **Summary of Duties, but not limited to:**

### **Facilitate efficient and timely access to specialty services by receiving and processing referrals, telephone calls and scheduling appointments:**

- Receive telephone calls and self-referrals and conduct assessment, triage calls and self-referrals and schedule appointments as per clinic protocols
- Confirm required information and retrieve relevant information from patients or referring source to schedule appointments
- Triage to correct clinic/physician using decision algorithms, as applicable
- Confirm triage/appointment with physicians and clinical team, as needed
- Register and schedule patients in the Electronic Patient Record and assign Medical Record (MRN) number
- Schedule patient visits and coordinate required tests/procedures as required
- Communicate scheduled visit to appropriate individuals (referring physician, patient, etc.)
- Provide patient with all required test/visit information and special preparation instructions where required
- Answer clinic-related phone calls and triage to appropriate staff member

### **Contribute to the efficient operation of clinics and the Access Centre by ensuring accurate and up-to-date patient scheduling and appointment confirmation:**

- Distribute patient information package and instructions via the MyHealthRecord portal
- Respond to telephone queries regarding appointment confirmation (date, time, clinic location, etc.)
- Cancel and reschedule new clinics' appointments as per written process and algorithms
- Provide callers (patients, families, health care providers) with logistical clinic and hospital information such as location of clinics/departments
- Monitor clinic schedules to ensure all appointment slots are filled
- Follow up on "no-shows" and rebook appointment for new patient bookings
- Confirm physician schedule of upcoming clinics and edit as required
- Monitor and communicate wait times for next available clinic appointments
- Send referrals to the clinic to create patient charts

### **Engage in clerical activities to support efficient clinic and Access Centre operations and develop a professional environment:**

- Participate in process and quality improvement projects to support efficient clinic operations
- Respond to patient and provider inquiries and ensure messages are forwarded appropriately
- Attend and participate in clinical and administrative team meetings and quality, safety and utilization improvement projects, as required

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- Maintain clinical data and statistics, as required

The responsibilities described above are representative and are not to be construed as all-inclusive.

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

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## **Qualifications/Skills:**

- Medical Office Administration diploma or equivalent experience required
- Two (2) years' experience working in an ambulatory clinic, preferably in a hospital setting
- Knowledge of Medical Terminology is required, completion of a Medical Terminology course is preferred
- Experience with electronic systems, such as an Electronic Patient Record and registration required
- Strong MS Office application skills including Word, Excel, and Outlook
- Ability to work well under pressure and use good judgment in assessing difficult situations
- Ability to produce high quality work in accordance with Hospital standards
- Comprehensive knowledge of health care, organizational/office practices, procedures and standards
- Excellent verbal, written and telephone communication skills with a firm grasp of the English language
- Ability to work effectively in an inter-professional team
- Excellent organizational and time management skills well developed interpersonal skills, including the ability to handle multiple duties
- Excellent customer service and problem solving skills
- Knowledge of Nortel Meridian or Avaya telephones is an asset
- Keyboarding at 40 w.p.m. with maximum 5% error rate
- Ability to work at a fast pace in a dynamic environment
- Ability to remain calm and polite when faced with stressful situations and potentially challenging callers
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all
- Demonstrates sensitivity to the needs of our diverse patient population (e.g., race, age, religion, sex, sexual orientation, disability, etc.)
- Must demonstrate punctuality and an excellent attendance record.
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

**POSTING DATE: July 5, 2019**

Please forward resumes via email to [HR@wchospital.ca](mailto:HR@wchospital.ca) with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.



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*Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.*