

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 **Temporary Full-Time (18 months)** opportunity as a **Medical Secretary (Competition #18.19)** exists in the Peri-Anesthesia Unit reporting to the Clinical Manager.

The incumbent will provide clerical and administrative support to the Post-Anesthesia Unit (PAU), working closely alongside nursing, physicians and other health care providers. The ideal candidate for this role will thrive in a busy work environment with the ability to switch tasks seamlessly.

Summary of Duties, but not limited to:

- Perform reception responsibilities; liaising with patients, visitors, volunteers and all levels of medical staff
- Organize and maintain patient charts, dismantle patient charts upon discharge
- Update bed reservations and patient bays in the electronic patient tracking system in a timely manner
- Gathers data such as unplanned admissions and transfers and generates a summary monthly
- Assist Surgeons and other medical staff with RM&R referrals, when needed
- Communicate with AACU regarding potential patient transfers
- Maintains confidentiality of patient, employee and hospital information in accordance with hospital and legal requirements. Transcribe and update communication boards on a daily basis
- Update OR lists with any necessary changes after it has been published, communicate to charge nurse
- Communicate with housekeeping regarding patient discharges to ensure timely turnover of bays
- Communicate with porters for patient transfers and specimen pick ups
- Record minutes during safety meetings and unit based meetings.
- Maintenance of departmental supplies (general office and specific supplies to department – ordering and keeping accurate inventory)
- Transcribe nursing schedule and record nursing schedule availability for part-time and casual staff in accordance with schedule deadlines
- Visually scan waiting room to monitor the needs of patients and provide support to nursing staff as needed
- Perform payroll duties using Ceridian to input and update payroll/schedule changes, investigate and correct discrepancies and processed in an accurate and timely manner
- 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.

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

Qualifications/Skills:

- Medical Office Administration diploma or equivalent experience is required
- 3 years' experience working in an ambulatory clinic, preferably in a hospital setting
- Previous working experience in perioperative/OR clerical experience an asset
- Knowledge of medical and surgical terminology
- Previous experience with PICIS, EPIC or perioperative information systems preferred

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- Demonstrated proficiency and accuracy using Microsoft Word, Excel and Outlook
- Must have demonstrated exceptional organization skills, able to establish priorities and meet deadlines
- Proven ability to provide clear communication and concise and accurate message taking
- Ability to work cooperatively within surgical services team to set goals, resolve problems and accomplish goals
- Experience working in a multidisciplinary work environment is an asset
- Excellent written, oral, customer service and interpersonal skills to maintain rapport with patients, staff members and outside offices and referring healthcare facilities.
- Ability to remain calm in high pressure situations with proven ability to take initiative and manage such situations
- Ability to adapt to change with clinic operations to continuously learn & strive for improved patient care
- Proven ability to attend work on a regular basis
- 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: January 22, 2019

Please forward resumes via email to 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.

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.