



POSITION DESCRIPTION

POSITION TITLE:	RECEPTIONIST/TYPIST
DEPARTMENT:	PRIMARY CARE ADMINISTRATION
CLASSIFICATION:	CLERK II
UNION:	MGEU – FACILITY SUPPORT
STD. GRP #:	103

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL COORDINATOR, PRIMARY CARE
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Receptionist/ Typist is the initial contact for the Primary Health Care Centre. The incumbent is responsible for assisting providers and staff with clerical and reception duties and maintenance of accurate health records consistent with policies and procedures. In addition, the individual will also undertake responsibility for specific projects as assigned. The position requires the ability to provide confidential clerical functions and to maintain an excellent rapport with staff and the public. The position of Receptionist/ Typist functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for answering the telephone, making appointments, referring calls and taking messages.

- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Preparation of client charts within the Electronic Medical Record (EMR)
- Electronic filing of correspondence, records and reports into the EMR
- Responsible for copying charts in accordance with PHIA.
- Maintains updated patient database for all primary health care visits.
- Provide clear and concise information to the public regarding programs and services, facilitating access to the appropriate health care programs as required.
- Provide clerical support for providers/ staff as assigned including preparation/ typing of routine correspondence, reports, forms and documents of a confidential nature.
- May produce specialized reports/ documents for staff as required.
- Assists physicians by acting as chaperon when requested (including set up, preparation of client and clean up).
- Performs general office functions (copying and faxes).
- Responsible for ordering and stocking medical supplies.
- Responsible for checking physicians offices/ procedure room on a daily basis and stocking supplied as required.
- Responsible for the cleaning and packaging of instruments being transported for sterilization.
- Responsible for purchasing and/ or requisitioning office supplies and stationery and ensuring adequate supplies are maintained.
- Maintains office equipment.
- Assists in processing medical billing for the physicians.
- Process reciprocal and third party billings.
- May be responsible for coding and electronic billing.
- Process cash receipts.
- Provides assistance and relief coverage for Primary Health office staff as required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade 12 or equivalent
- Completion of a recognized secretarial course or combination of education and experience

REQUIRED KNOWLEDGE:

- Knowledge of QHR/ Accuro, or comparable electronic scheduling system
- Bilingualism may be required.

EXPERIENCE REQUIRED:

- Proficiency in Microsoft Office
- Familiarity with medical terminology is required
- One to two years recent related medical office experience is required

- Experience working with diverse populations with particular knowledge of Indigenous communities and culture

SKILLS/COMPETENCIES:

- Excellent communication skills
 - Strong organizational skills
 - Clerical perception is necessary to proof read type written material, file correspondence and to organize daily work
 - Ability to maintain positive working relationships in a team based working environment
 - Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.
 - Ability to work with a variety of sensitive information and to maintain confidentiality at all times
 - Ability to work under pressure and meet deadlines, thereby establishing priorities and completing assignments on time
 - Ability to work with minimal supervision and frequent interruptions
 - Ability to operate required equipment
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: _____
Date

Revised: _____
January 2020
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.