



POSITION DESCRIPTION

POSITION TITLE: Medical Secretary

RESPONSIBLE TO: Chief Operating Officer

GENERAL ACCOUNTABILITES:

*The **Medical Secretary** serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Medical Secretary is an essential member of the client-centred health professional Team. The Medical Secretary will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework.*

SUMMARY OF FUNCTIONS:

The Medical Secretary enhances primary care service by providing assistance to clients and visitors as a first point of contact and through the appropriate basic triaging of client needs at reception via telephone or personal contact. The Medical Secretary performs general administrative duties by maintaining appropriate records and information, and by providing administrative support to the Primary Care Team.

SPECIFIC ACCOUNTABILITIES:

1. Provide reception functions during daytime and evening office hours according to reception schedule;
2. Facilitate referrals for clients per recommendations from primary care providers
3. Warmly receive and greet visitors and clients, accounting for their arrival in the electronic system and ascertain purpose of visit, hear client needs and refer on to the next appropriate level as warranted;
4. Ensure that all client information is updated in the EHR at each visit including Health Card numbers, telephone numbers, address and all other pertinent demographics;
5. Support the process for client intakes and collection of sociodemographic information;
6. Schedule client appointments on a computerized appointment scheduler;
7. Maintain an efficient computerized information/filing system and statistical information by developing and updating it through familiarity and continuing education with appropriate software and hardware;
8. Operate office equipment such as voice mail messaging systems, and use word processing, spreadsheet, and other software applications to prepare reports, letters, case histories and medical records.
9. Transmit correspondence and medical records by mail, e-mail, or fax;
10. Provide secretarial service to staff by typing letters, reports, team meeting minutes and related materials;
11. Coordinate client appointments with specialists and for diagnostic tests;

12. Monitor client flow;
13. Maintain client confidentiality in accordance with policies established by Board of Directors;
14. Oversee the maintenance of office equipment;
15. Other duties as may be assigned.

QUALIFICATIONS:

1. Ontario Secondary School Diploma
2. Good knowledge of medical terminology
3. Medical secretarial certificate and/or equivalent work experience.

I understand the requirements, essential functions and duties of the position.

Date

Created: September 2015
Updated: August 2019