



POSITION DESCRIPTION

POSITION TITLE: Primary Care Receptionist

RESPONSIBLE TO: Primary Care Director

GENERAL ACCOUNTABILITES:

The **Primary Care Receptionist** 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 Primary Care Receptionist is an essential member of the client-centred health professional Team. The Primary Care Receptionist 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 **Primary Care Receptionist** will enhance primary care service by providing assistance to clients as a first point of contact and through the appropriate triaging of client needs via telephone or personal contact. The Primary Care Receptionist will effectively and efficiently serve clients on a daily basis. The Primary Care Receptionist ensures that all are welcomed in a friendly, professional and supportive manner.

SPECIFIC ACCOUNTABILITIES:

1. Provide reception functions during day and evening office hours according to reception schedule;
2. Warmly receive and greet visitors and clients. Ensure they are registered for their appointment and/or directed appropriately;
3. Ensure that all client information is updated in the Electronic Medical Records at each visit including Health Card and/or Interim Federal Health information, telephone numbers, address, email and all other pertinent demographics;
4. Assess client, visitor and/or caller needs and direct them to the appropriate staff member, RPN or health care provider;
5. Work closely with the Reception Team to ensure reception has adequate coverage;
6. Work closely with the RPN Team, referring medically related phone calls, providing messages and pertinent information to the RPN;
7. Schedule patient appointments and diagnostic tests as is appropriate;
8. Ensure that the reason for appointments are clearly stated in the Electronic Medical Records Scheduler;
9. Provide clients with registration forms and ensure all extended demographics fields are complete and signed by client;
10. Explain the Primary Care Team model of care to new clients and book client intakes or put on waiting list;
11. Explain to clients that they can choose to receive appointment call reminders and/or email reminders. that all client appointment reminder calls are made at least two days in advance;

12. Monitor patient flow and maintain communication with the Health Care Aide and RPNs to ensure that clients are receiving the appropriate information related to their appointment time and the clinical provider.
13. Ensure regularly, throughout the day, that the waiting room is neat and orderly;
14. Scan, upload and e-fax client records as required;
15. Sort the daily mail to be distributed accordingly and scan into client charts where necessary;
16. Foster an enthusiastic team spirit through nurturing positive relationships among staff;
17. Other duties as may be assigned.

QUALIFICATIONS:

1. College Degree or Ontario Secondary School Diploma and two to five years' experience in a health care setting performing similar duties
2. Proficiency in typing and word processing, data input, voice mail and computerized scheduling
3. Experience in dealing with the public in a mature and helpful manner.
4. Enthusiasm to serve a diverse community
5. Ability to be flexible and adaptable
6. Excellent communication skills
7. Proficiency in another language an asset.
8. Additional courses in computer and administrative skills an asset

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

Date

Revised: October 2020