



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Medical Receptionist</b>
<b>REPORTS TO:</b>	<b>Health Program Director</b>
<b>Revised:</b>	<b>April 2016</b>

### 1.0 PURPOSE:

As a member of the interdisciplinary team, the Medical Receptionist will assist to effectively serve clients on a daily basis, maintaining confidential records and information and providing general and administrative support to the entire team. As the first point of phone or personal contact with clients, visitors and businesses, the receptionist ensures that all are welcomed in a friendly, professional and supportive manner.

### 2.0 COMMON RESPONSIBILITIES

- 2.1. Work in a manner that incorporates health promotion and recognizes the determinants of health.
- 2.2. Incorporate and strengthen collaborative and interdisciplinary teamwork.
- 2.3. Foster an atmosphere of equitable treatment, trust and open communication, seeking to understand other's needs, issues and expectations.
- 2.4. Respect and value the diversity of communities and individuals
- 2.5. Embrace the mission, vision and values of the CHC and assist in achieving the strategic direction.
- 2.6. Contribute to the CHC's activities to collect, analyze and report on data and relevant information, and participate in research as appropriate.
- 2.7. Maintain competence and where applicable as per policy, a professional license and liability insurance to practice, as appropriate.
- 2.8. Support the CHC's student and volunteer placement programs.
- 2.9. Promote awareness of and participation in CHC's activities.
- 2.10. Contribute to the CHC's work by participating in meetings and committees.
- 2.11. Work during regular and extended hours of operation in locations identified by the CHC.
- 2.12. Contribute to the professional growth of other members of the multi-disciplinary team.
- 2.13. Contribute to the CHC's efforts to secure and maximize resources for current and new programs, services and activities.





- 2.14. Participate in the CHC's efforts to enhance its capacity through staff development.
- 2.15. Respect the rights, dignity and feelings of others; actively participate in Health and Safety to create a safe and respectful work environment that is free from harassment, discrimination and violence.
- 2.16. Work in a manner that ensures compliance with the CHC's privacy policies.
- 2.17. Work in a manner that preserves confidentiality and seeks to minimize risk.
- 2.18. Promote and Contribute to the culture of client safety at the CHC and recognize that patient safety extends past the patient's appointment at the CHC.

### 3.0 KEY OBJECTIVES

- 3.1. Responsible for client flow, including but not limited to : booking appointments for all providers, doing reminder calls, answering phones and referring appropriate calls to triage, fielding clients or community inquiries and greeting clients and visitors to the CHC.
- 3.2. Responsible for maintaining accurate clients electronic records by creating a record for new clients, scanning all relevant documents into the appropriate clients electronic record and disposing of paper documentation through shredding, ensuring that client information is current and responsible for transfer of clients record in accordance with PHIPA regulations.
- 3.3. Responsible for booking, recording and following up on clients referrals as per providers' request.
- 3.4. Assist with clinic operations by maintaining scheduling as per management requests, managing clients transport as per management request, liaising with medical sales representatives around samples and lunch and learn events and disperse all incoming mail to the appropriate staff and department and post all outgoing mail.
- 3.5. Other duties as assigned by management.

### 4.0 QUALIFICATIONS:

- 4.1. College Diploma or Secondary School Diploma and/or 5 years experience in a health care setting performing similar duties.
- 4.2. Knowledge and familiarity of basic medical terminology.
- 4.3. Proficiency in typing and word processing, data input and computerized scheduling within a fully electronic medical record system.
- 4.4. Experience in dealing with the public in a mature and helpful manner.
- 4.5. Passion and enthusiasm to serve a diverse community.
- 4.6. Ability to be flexible and adaptable.
- 4.7. Excellent communication skills.





# NIAGARA FALLS **COMMUNITY HEALTH CENTRE**

EMPOWERING INDIVIDUALS, CREATING A STRONGER COMMUNITY THROUGH QUALITY HEALTH CARE

📍 4790 Victoria Avenue, Niagara Falls, ON L2E 4C2 📞 905.356.4222 📠 905.356.5676 🌐 [www.nfchc.ca](http://www.nfchc.ca)



*The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all the work requirements that may be inherent in the job.*



Every  
One  
Matters.