



## Job Description: Medical Office Assistant

<b>Job Title</b>	Medical Office Assistant
<b>Reports to</b>	Health Director
<b>Status</b>	Full Time
<b>Hours</b>	8:30am – 4:30pm (1 hr unpaid lunch)
<b>Wage</b>	\$20-\$25/hr, plus a comprehensive health and wellness benefit pkg

### Key focus of Laichwiltach Family Life Society

Our vision is to empower and promote healing and education in our communities from an Aboriginal perspective, nurturing and encouraging cultural awareness and self-sufficiency. We envision and celebrate a thriving, proud, respectful and inclusive community.

### About this role

Working as part of an integrated team-based care approach, the Medical Office Assistant (MOA) plays a key role in promoting health and well-being within our Indigenous Community Health Care Centre by providing culturally safe, client-centers support to patients, caregivers and families, as well as all clinic staff. Reporting to the Health Director, the MOA is the first point of contact for those seeking care at the clinic. In this role, you will welcome patients. The successful candidate will manage calls, schedule appointments, perform registration and maintain patient records in accordance with confidentiality protocols. The MOA will be responsible for providing clerical support functions within LCHC and will also support clinic staff. The MOA must have a solid understanding of clinic policies and procedures. If a procedure is not in place, the MOA will bring this to the attention of the Health Director.

### What you will do: Primary responsibilities

Working with patients, caregivers, families and all clinic staff, the MOA is a friendly, calm, organized and personable professional who is a problem-solver and committed to creating a welcoming and safe environment for everyone. Primary responsibilities in this front-facing role include:

#### 1. Registration and Patient Support:

- a. Greet patients and visitors with warmth and professionalism, ensuring an inclusive and culturally respectful environment
- b. Manage phone inquiries, schedule appointments using EMR systems, and maintain patient records in compliance with provincial privacy regulations (Personal Health Information Protection Act – PIPA)
- c. Registering new patients, assist with appointment booking and ensure collection of patient’s required billing information (MSP or other) and necessary documentation is on file and complete.
- d. Collaborate with patients and staff to ensure the appropriate appointments are booked and that workflows are efficient, creating a positive experience for patients and staff.
- e. Provide information on services, procedures, operational policies, ensuring that patients understand their healthcare options.
- f. Coordinate referrals to specialists and community health services, acting as a liaison between patients and healthcare providers.



- g. Support patients in accessing resources such as mental health services, traditional healing options, preventative care programs and other services available.
- h. Ability to de-escalating emotionally charged conversations where this is needed would be a benefit.

## **2. Administration:**

- a. Use and manage a variety of applications and technology; proficiency with EMRs, Zoom, Microsoft Office, and other relevant systems is required. Experience with MSP Billing Practices and Fee Codes is an asset.
- b. Ensure the integrity and confidentiality of medical records per BC College of Physicians and Surgeons standards and adhere to ethical guidelines
- c. Demonstrate complete and accurate charting of all patient information while ensuring confidentiality and communicate with discretion and compassion.
- d. Process billing and insurance claims, including understanding BC Medical Services Plan (MSP) billing regulations and any associated funding dynamics.

## **3. Coordination:**

- a. Support the Health Director with coordination of clinic administration, supplies and scheduling to ensure smooth day-to-day operations.
- b. As a detail-oriented professional, work to streamline processes and ensure that the day-to-day operations of the clinic are well-organized, calm and coordinated.
- c. Collaborate with the healthcare providers, including physicians, nurses, and allied health professionals, to enhance the coordination of patient care.
- d. Participate in team meetings to discuss service trends, patient feedback, and continuous improvement initiatives

## **How we will work: Team responsibilities**

- 1. Collaborative Support:** The MOA works closely with all clinic staff including Family Physicians (FPs), Social Workers, Registered Nurses (RNs), Physiotherapists and the broader clinical team to ensure administrative coordination, making sure all staff have the information they need to deliver patient-centred care.
- 2. Professionalism and Adaptability:** The MOA demonstrates respect and professionalism for the team by following administrative procedures, identifying gaps where new procedures are needed, and remaining open to feedback on how administrative processes or policies could be improved to better support clinic staff.
- 3. Confidentiality:** The MOA respects patient confidentiality, sharing only what is needed to support patient-centred care and avoiding any sharing of information that could lead to judgement, stigma or shame on the patient.
- 4. Training and Role Updates:** As the team grows, the MOA will work with the Health Director to support the onboarding of new MOAs and will ensure the policies and procedures are regularly reviewed and updated to accurately reflect the MOA role in the clinic.

There will be other responsibilities that emerge, and this job description will be reviewed and updated annually in partnership with the MOA and the broader team to ensure a collaborative and cooperative work environment.



## **Cultural competencies**

Culturally safe and appropriate care is critical to who we are and how we work. We are seeking team members who are committed to a lifelong journey of learning and unlearning so that we can bring humility, kindness and safety to every health care experience. This means that all team members must:

- Recognize the importance of First Nations and Aboriginal cultural identities as part of a healthy and balanced person and community.
- Understand and honour First Nations cultural principles, protocols, and ways of healing that may be unique to traditional Western medicine.
- Understand (or seek to better understand) the communities we serve, their unique strengths and challenges and how culture supports wellness and health.
- Promote a culturally safe environment by implementing practises that respect and incorporate Indigenous ways of knowing and being
- Communicate in respectful, friendly and helpful ways with all patients, families and clinic staff.

## **What you bring to the role**

### **Qualifications, Education, Training and Experience**

- Completion of a MOA certificate from an accredited educational institution
- minimum of two years of recent experience working as an MOA.
- Familiarity with electronic medical record (EMR) systems and proficiency in office software.
- Knowledge of BC healthcare regulations, MSP billing procedures and fee codes.
- Candidates must live within a 60 km radius of Campbell River
- Must have a valid drivers license and must be legally entitled to work in Canada. A criminal record check is required prior to an offer of employment being made to the successful applicant.

### **Skills And Abilities**

- Completion of a MOA certificate from an accredited educational institution
- minimum of two years of recent experience working as an MOA.
- Familiarity with electronic medical record (EMR) systems and proficiency in office software.
- Knowledge of BC healthcare regulations, MSP billing procedures and fee codes.
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## **How to apply**

If this sounds like the opportunity for you, please email your cover letter and resume, noting 'Medical Office Assistant' in the subject line, to [careers@lchccare.ca](mailto:careers@lchccare.ca) you are interested to learn more about the Community Health Centre, please visit: [www.lfls.ca/employment](http://www.lfls.ca/employment)