

Comox Valley Division of Family Practice – Medical Office Assistant

Background

In partnership, the Comox Valley Division of Family Practice and the Island Health's Comox Valley Nursing Center are implementing a team based care approach, to include a part time GP service available to patients who are not currently attached to a family physician. The Medical Office Assistant (MOA) is a key part of the development of the new services that will be delivered at the Nursing Center. The MOA will have a key role to support the GPs delivering service, and in working as part of the team developing this new approach.

Job Title:	MOA – Medical Office Assistant
Reports to:	Lead GP at Nursing Center, Courtenay and Project Manager, Comox Valley Division of Family Practice
Status:	Contract (one year)
Hours:	Part – time, 7 hours per week to start. Potential for increase.
Pay rate:	\$22/hr
Closing Date:	Jan 9, 2015
Start Date:	Feb 2, 2015 (dependent on funding approval)

JOB DUTIES:

- Establish procedures; such as scheduling of patients, filing processes, maintaining client files in a confidential manner, receiving and assisting patients.
- Independently provide a variety of confidential clerical and medical office assistance including screening and assisting patients.
- Arrange appointments with other health care professionals as directed.
- Interact sensitively with patients. Assist the General Practitioner Physician with routine clinical procedures according to established protocols of the industry.
- Work closely with staff (e.g. Nurse Practitioner, Nurses, other Administrative staff) at the Nursing Center in a collaborative, team based manner.
- Implement and maintain a shadow billing process.
- Collect information, as directed, to assist in the evaluation of the new service.

QUALIFICATIONS:

- One year of post-secondary education or formal equivalent – e.g. Medical Office Assistant Program from an appropriately accredited facility
- Three to five years related experience in a physician's office, community medical clinic, or a hospital medical clerical unit

- A combination of education and experience may be considered (education must include Medical Office Assistant program)
- Proven experience in effective billing practices for MSP-related charges
- Ability to work independently and within a team environment
- Proven customer service skills
- Good knowledge of medical office procedures and methods; standard patient charting and paper/electronic health records maintenance; diagnostic and fee codes, and human anatomy, medical and pharmacology terminology
- Good knowledge of initial screening and prioritizing the urgency of patient/client care
- Good knowledge of infection control
- Excellent organizational and problem solving skills
- Excellent interpersonal and communication skills (oral and written)
- Ability to use word processing, database, and spreadsheet applications at an intermediate level
- 40 to 60 wpm keyboarding with a high degree of accuracy
- Ability to exercise mature judgment and initiative
- Ability to handle sensitive and confidential information with discretion

The successful candidate may be required to obtain Level II Occupational First Aide certification during the first three months of starting the position.

Closing Date: Jan 9th, 2014

To apply, please send a cover letter and your resume to:

Connie Luck, Project Manager cluck@divisionsbc.ca

Only shortlisted candidates will be contacted. No phone calls please.

For information about the Comox Valley Division of Family Practice please visit:

www.divisionsbc.ca/comox