

## **Primary Care Health Assistant (MOA)**

The Primary Care Health Assistant works in a one-on-one relationship with a family doctor in a 'teamlet' model. Goals include increasing efficiency in the family doctor's office to improve access for patients, enhancing the patient's primary care experience, and improving clinical outcomes and quality of life.

The majority of responsibilities are administrative in nature but may include some routine clinical procedures depending on the training and education of the Primary Care Assistant (working within appropriate scope of practice) as well as the needs of the particular doctor.

### **Key Responsibilities**

The key components of this role include, but are not limited to:

1. Enhance the delivery of primary care by working closely with the Doctor to increase access for patients and provide for an improved experience for the patient.

Responsibilities to support the doctor include:

- Work closely with family doctor to enhance the delivery of care
  - Do pre-visit prep work such as preparing routine lab requisitions and consults, gathering vital signs, BMI and so on
  - Complete physicians' orders
  - Complete evaluation of this program and collecting of metrics, where appropriate at the request of the PCN
2. Develop and assist the doctor and clinic with panel management which involves using information technology and healthcare knowledge to ensure that patients receive the chronic and preventive care that is required. Responsibilities could include but are not limited to:
    - Consideration to use concepts such as data mining and TOPs (Towards Optimized Practice) monitoring
    - Profile information by setting up patient profiles on EMR systems from paper charts, Netcare or directly from patients, providing for updated and complete histories and treatment regimens for easy access
    - Assist the physician and the clinic to be pro-active in their patient care by monitoring the need for and sending patients for routine testing, exams, immunizations and so on, without needing to first come for a physician appointment.
    - Monitor a doctor's defined patient panel for routine lab results and exams such as A1C testing for patients with diabetes or regular mammogram exams for women.
    - Work with the patient, the doctor and the rest of the primary care team to keep lab results, BP and other health indicators in target.
    - Complete on-going evaluation and improvement of the panel management process.

### **Qualifications & Expertise**

- Certified Medical Office Assistant
- Previous experience working in a primary care setting a definite asset
- Respect and understanding of patient confidentiality
- Strong computer skills and comfort with electronic medical records



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### **Personal Attributes**

- Clear and concise communication skills; both verbal and written
- Able to work autonomously and prioritize workload
- Willing to take initiative and be innovative in the delivery of effective primary care
- Able to work in a team environment and recognizes the value of collaboration
- Able to act responsibly and accountably
- Willing to be flexible, creative and juggle competing priorities in an unstructured environment
- Exhibit passion and enthusiasm about the importance of primary care and be prepared to persevere with those who are reluctant to change the status quo