

Specialized Health Services Coordinator (MOA)

The ideal candidate is someone who has:

- Strong **interpersonal** and **people skills** with the proven ability to **interact effectively** with patients, physicians and peers
- **Excellent communication** skills, both written and verbal
- Proven ability to maintain a **high level of confidentiality** and exercise discretion
- **Outstanding** customer service skills
- Ability to **organize** time, **multi-task** and **set priorities** to meet various deadlines and maintain a **flexible schedule**
- Strong follow-through & **attention to detail**
- Ability to **work independently**
- **Desire and ability** to work in **Women's Health clinic**

What to expect day to day:

- Measure and record vital signs including height, weight, blood pressure, and any medical history or medications in preparation for the patient examination and/or medical procedures
- Escort patients to exam rooms
- Assist physicians with procedures, setting up procedure trays, completion of various forms, apply bandages and dressings for patients, explain after care instructions to patients
- Proper sterilization of instruments (Medical Device Re-processing)
- Ensure all exam rooms are stocked with appropriate supplies and tools (inclusive of maintaining inventory and ordering supplies)
- Suture/staple removals; providing patients with wound care instructions or arranging for follow-up if required
- Schedule and confirm all appointments by phone
- Maintain, organize and enter patient information



- Receive, process and record all incoming calls from family physicians requesting phone consultations with community specialists
- Manage and update physician's schedules
- Create and maintain EMR templates for letters and requisitions
- Ensure all correspondence (consult letters, follow-up, cancellation, referral, appointment and no-show letters) are faxed to the appropriate offices
- First point of contact for all patient inquiries; educate and explain test procedures, direct patients to helpful resources
- General office duties such as scanning, filing, photocopying, data entry, referral and correspondence management
- Responsible for administration and processing of Alberta Health billing, as required

Requirements of the role:

- Medical Office Administration Diploma or Unit Clerk Diploma.
- A minimum of **five (5) years' experience** in a medical setting, particularly in community health, is an asset
- Knowledge of minor procedures, bandaging techniques, various tools and instruments and suture/staple removals is preferred
- Experience completing various medical/insurance forms required
- Medical terminology and transcription required
- Experience with Alberta Health billing preferred
- Knowledge of infection control and Medical Device Re-processing procedures, is preferred
- High awareness of the programs and services of Alberta Health Services and other agencies available in the community is an asset
- Demonstrated knowledge/expertise at an advanced level with Microsoft office applications (outlook, Calendar, Word, Excel and Power Point)
- Experience assisting patients in a women's health clinic setting is an asset
- Knowledge of MedAccess (EMR) and Alberta NetCare
- A valid First Aid/CPR certification
- Ability to lift up to 40lbs

Openings: 1 Full-Time

Location: Northgate Centre
(9499-137 Ave)

Hours of work:

Mon-Thu: 10 am – 6:15 pm
Fri: 8 am – 4:15 pm

Please submit your cover letter and resume to greatjobs@enpcn.com