

The **Edmonton North PCN** is looking for a team member who:

- Has outstanding people, customer service, and interpersonal skills
- Is resourceful and excels in dynamic environments
- Exhibits attention to detail and is committed to producing accurate and high quality work
- Has excellent time management and organizational skills
- Displays a positive attitude and a high level of professionalism and ethical behavior.

To fill the role of: **Administrative Assistant – Patient Care**

**Requirements of the role:**

- Three years of progressive administrative experience preferred, and preferably at an intermediate to senior level
- Knowledge of basic accounting for expense tracking and budgeting purposes
- Experience with EMR and database software is a definite asset
- Intermediate Microsoft Office suite experience (Word, Excel, Outlook and PowerPoint)
- Must speak, read, and write English fluently
- Speaking a second language is an asset
- Experience in the health care sector is considered an asset

**What to expect day to day:**

**Administrative Support:**

- Organize and schedule appointments for the Patient Care Manager
- Draft, edit and distribute correspondence for the Patient Care Manager
- Reconcile and code department invoices and staff expense reports for approval
- Create and/or update department procedures and/or processes
- Coordinate onsite or out of town education sessions for department staff, including travel requirements; track costs to ensure adherence to budget
- Act as point of contact for the organization with the automatic reminder system vendor, Cliniconex, including troubleshooting voice reminder issues, updates to scripts/appointment types and communication with service provider, as necessary
- Complete service agreements and arrange orientation for Patient Care external service providers

- Effectively and accurately communicate to staff, physicians or external partners and agencies relevant department information, including action items, and follow-up, if required
- Identify gaps in department practices and processes by recommending/implementing improvements where necessary
- Conduct research on a variety of primary health care initiatives, analyze the data to prepare reports, documents, processes and manuals
- Create and distribute reports for the Board, Clinical Committee and members, compiling statistics, as appropriate
- Act as go-to person to generate, collect, and report various clinical metrics to and for other departments outside of Patient Care

**Department Support:**

- Organize, send out agenda and other preparatory materials, organize logistics (i.e., catering, venue), attend and take minutes for Clinical Committee and any department meetings as necessary
- Maintain updated copies of clinical licenses for all professional staff
- Schedule appointments and book boardrooms, as required
- Order office supplies and group/clinician resources for department, as required

**Electronic Medical Record (EMR):**

Gather and report on Electronic Medical Record (EMR) program, MedAccess and clinician metrics, including:

- Data entry into spreadsheets, including revisions, additions and deletions
- Analyze data and prepare visual representations (i.e., graphs)
- Act as a point of contact on the EMR system in organization and as conduit to EMR support, including matters regarding staff training and troubleshooting
- Investigate and repair Cliniconex related issues in MedAccess
- Assist Patient Care teams and other departments in various EMR functions:
  - Primarily form creation and template building for clinician use
  - Will hold basic site administration in setting up user account privileges and roles

Openings: 1 Full-Time

Please submit your cover letter and resume to:

[greatjobs@enpcn.com](mailto:greatjobs@enpcn.com)