

*Almonte*

**Family Health Organization**

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**POSITION TITLE:** Medical Office Assistant  
**ORGANIZATION:** Almonte Family Health Organization  
**JOB STATUS:** Permanent Part-time (4 days week)  
**JOB REPORTS TO:** FHT/FHO Administrator  
**DATE CREATED:** July 2021  
**APPROVED BY:** Executive Director, OVFHT

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**JOB SUMMARY:**

Under the administrative direction of the FHT/FHO Administrator, this individual performs work as required and functions as an effective member of the interdisciplinary team.

**ESSENTIAL RESPONSIBILITIES Medical Office Receptionist:**

- Ensure that patient demographic information is accurate at each visit, including address, telephone number, and Health Card number
- Answer telephones, book and reschedule appointments, and respond to patient telephone queries
- Perform telephone reminder calls for patient appointments at least 24 hours before the scheduled visit
- Book follow-up appointments for patients based on visit outcome
- Accept credit card, debit or cash payment for uninsured services
- Maintain log of patient messages, including date of message and status (call returned, patient reached, etc.)
- Perform administrative tasks (photocopying, filing, etc.) when necessary
- Ensure that waiting room is kept organized and neat
- Perform end-of-shift duties as listed in clinic closing procedures
- Maintain and respect patient confidentiality at all times

**ESSENTIAL QUALIFICATIONS, SKILLS AND EXPERIENCE:**

- Computer literacy: EMR (Practice Solutions), Microsoft Office, and Internet
- Strong attention to detail
- Excellent communication skills, both verbal and written
- Dependability, reliability, and the ability to work under pressure and meet deadlines
- Ability to work in a manner that is in compliance with staff and patient safety practices, policies and procedures
- Good attendance

**PERFORMANCE EVALUATION AND COMPETENCY FEEDBACK:**

Competency performance levels will be defined on an annual basis during a formal employee performance evaluation process. The Executive Director will develop these annual reviews. Evaluations of performance will be justified both quantitatively and qualitatively through examples of regularly occurring behaviors. Informal and semiformal feedback will be continually provided throughout the year between the direct supervisor and incumbent.