

## Job Description

<b>Position:</b>	Medical Office Assistant (MOA)
<b>FTE:</b>	1.0
<b>Experience/Specialty:</b>	Complex patients, including youth, chronic disease, frail elderly, mental health and addictions.
<b>Hours:</b>	8 hour shifts between 8am-8pm
<b>Compensation:</b>	Hourly, commensurate with experience

Established in 1969, REACH is a non-profit, community-governed organization with a history of primary care innovation and a commitment to equality and social justice in East Vancouver. We have a multidisciplinary approach to care within our medical, dental, pharmacy and multi-cultural outreach programs. We are committed to providing inclusive, accessible and sustainable programs and services to support the physical and mental health and well-being of our community and individuals within it. We seek individuals with a passion and commitment towards innovation and an inclusive workplace that respects and values the diversity of every individual.

### Position Summary

This position provides team-based care and works to full scope as an MOA and is committed to providing care to clients with complex health and social needs. Reporting to the Clinical Coordinator, the MOA contributes to the operations of our clinic through administrative and clinical support to our care providers in a team-based environment. The successful candidate may be required, in cooperation with other MOAs, to work shifts on weekends and evenings.

### Responsibilities

#### Front Desk Duties

- Perform opening/closing procedures for building
- Review daily schedule and regularly check fridge temperature
- Responds to Action items frequently throughout the day
- Stays updated on activities of office
- Book and coordinate patient appointments and exam rooms for doctors on schedule.
- Greet and check in patients, checking vitals/measurements, verifying demographics as needed
- Answer phones/transfer calls/confirm appointments for next day/take messages for doctors and nurses
- Make all necessary calls for the day, checking Angel messaging services
- Enter into database and monitor status of new patients, ensuring accurate information and proper paperwork is complete
- Contribute to break coverage at Front Desk for other MOAs
- All other related administrative duties to support the ongoing needs of the clinic.

#### Clinic Duties

- Regularly clean exam rooms and make sure they are appropriately stocked
- Set up procedures and sterilize required equipment for doctors' daily appointments Eg: biopsy, IUD insertion, sutures and removals, pre-natal visits, PAP, complete physical
- Coordinate document requests, medical records requests, TO DO actions, and urgent Ticklers.
- Process referrals and follow up; arrange specialist appointments for patients
- Prepare, manage, distribute all necessary documents for patients and medical staff as needed

- Assist doctors and nurses in any other tasks as needed

Team and centre activities:

- Participates actively in staff meetings and board committees.
- Participates in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others.
- Collaborates well with others, promotes cooperation and teamwork.
- Participates in REACH's commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
- Maintains the reputation and confidentiality of the health centre and its clients at all times.
- Adheres to all applicable REACH policies and procedures.

**Qualifications and Skills**

- Certification as a Medical Office Assistant from an accredited educational institution, or equivalent experience.
- A minimum of 5 years practical experience working in a similar position.
- Understanding of aseptic and sterile technique and universal precautions.
- Excellent knowledge of medical terminology and experience of using electronic medical records.
- Experience working with clients with complex social and health conditions.
- Willingness to undertake training including Basic Life Support and naloxone administration, and maintain certification where applicable.
- Demonstrates critical thinking, ability to anticipate needs, compassionate and patient centered care.
- Able to manage multiple conflicting priorities.
- Able to communicate effectively as part of a high performing team in a dynamic and fast-paced environment.
- Organized and attentive to detail, at all times and excellent time management skills.
- Able to recognize and respond appropriately to urgent/emergent situations.
- Familiar with OSCAR EMR.
- Proven ability to accurately take and record vital signs and to assist with procedures and exams.
- Ability to undertake frequent lifting, and carrying items up to 30 pounds.
- Knowledge of online booking systems such as Veribook as asset.
- Knowledge of Live Care and other telemedicine systems as asset.
- Ability to speak another language an asset.