



The Barrie & Community Family Medicine Clinics (BCFMC) After-Hours Clinics are operated by over 100 local Family Physicians with 93 operating family practices in our community as a part of the Barrie and Community Family Health Organization. We work together to give enrolled patients within our organization better access to quality primary health care services.

The BCFMC After-Hours Clinic is currently searching for:

Tele-Clinic Receptionist Part Time Afternoon/Evenings

Position Description

Tele-Clinic Reception will be the first point of contact for patients calling or visiting Barrie and Community Family Medicine After-Hours Clinics and will be responsible for a variety of activities related to patient service and care. This is an excellent opportunity for a friendly, highly motivated, patient experience oriented individual. **Part time, 2-3 shifts per week 12:30pm to 8pm Monday to Friday.** This position is developing and may be patient facing in the future.

Primary Responsibilities

- Provide a welcoming and inclusive first point of contact for all patients and visitors
- Direct patients and visitors in an efficient, professional and pleasant manner
- Schedule, check-in patients, accurately verifying patient demographics are correct, and update EMR as required
- Assist physicians as needed
- Provide required forms to patients for completion
- Answer, screen and direct phone calls to appropriate staff or departments
- Perform regular administrative duties, including preparing handout materials and packages
- Liaise with internal staff and patients to enhance effectiveness of all clinical departments
- Other administrative duties as assigned
- This position cannot be performed remotely

Education, Qualifications and Skills

- Certificate or diploma in Office Administration or Medical Secretary
- Experience in a similar position within a healthcare related environment
- Exceptional interpersonal skills, customer service, communications and organizational skills
- Proven ability to work well in a team environment
- Demonstrated overall professionalism in attitude, demeanor and personal appearance
- Strong knowledge of electronic medical records systems (Accuro preferred)
- Ability to maintain information in confidence
- Detail oriented and able to manage a multi-faceted referral and triage process
- Excellent interpersonal skills, with proven ability to work well in a team environment
- Demonstrated ability to work efficiently in a fast-paced, multi-tasking environment



Additional Job Requirements

- Must adhere to all BCFMC Policies and Procedures, including Occupational Health & Safety, WHMIS
- Must have own reliable transportation

How to Apply:

Qualified applicants are asked to forward their cover letter and resume to Attention: Shannon Harvey bcfmc.info@bcfht.ca by **September 30th, 2022**. For more information on our team please visit our website at www.barriefho.ca.

We thank all applicants for their interest in BCFMC, however, only those applicants selected for an interview will be contacted.

The Barrie and Community Family Medicine Clinics supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, aboriginal persons and persons with a disability. Personal information contained in applications will be used for recruitment purposes and collected as per Freedom of Information (F.O.I.) And Protection of Privacy Act, 1987.

*The Barrie and Community Family Medicine Clinics is committed to improving access and opportunities for individuals with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act. If you require a specific accommodation during the application, interview or recruitment stage, please contact our office at 705-728-0037 x 1, or by email at bcfmc.info@bcfht.ca noting **Accessibility Inquiry** in the subject line, in order for appropriate accommodations to be made.*