

## **Medical Administrator**

The office of Dr. Tracey Tessaro has an opening for a Medical Administrator. They will be working collaboratively with the RN, Dr. Tessaro, Dr. Jackson Lin, and any other staff members.

### Duties and Responsibilities:

- Answer telephone calls, schedule patient appointments, answer patient questions, and update patient demographic sections in the EMR for Dr. Tessaro and Dr. Lin.
- Open and close the office, place patients in rooms, and manage clinic flow.
- Triage incoming patient calls. Assess patients' health needs, book appropriate appointments, and relay information to the appropriate staff member for follow-up.
- Address patient concerns and complaints on the phone and in person as they arise.
- Interact with patients and family members professionally.
- File faxes and scans into EMR daily and respond to insurance document requests.
- Screen, sort, and send out mail and monitor and order office supplies.
- Maintain a petty cash and accept credit card and electronic payments for non-insured services via Square and create related invoices.
- Develop and maintain filing systems.
- Maintain accurate, concise, and confidential EMR documentation about patient history and encounter data.
- Email patients securely via Medeo (training will be provided if needed).
- Maintain a clean and tidy workstation and clinic areas. Implement preventative infective control measures.
- Participate in other work-related duties as outlined by Dr. Tracey Tessaro

### Key Qualifications:

- Minimum formal education required: High school graduate/Graduate of a medical Secretarial Program and or related office administration course preferred.
- Excellent patient assessment and triaging skills, and organizational skills.
- Knowledge of and working experience with EMR systems and applications. Training will be provided for Accuro (if needed). Knowledge of Excel spreadsheets is preferred.
- Ability to multi-task and set priorities while managing a high volume of phone calls and daily transactions. Adaptive to changes in work volumes, responsibilities, and scope of practice.
- Excellent verbal and written communication skills and patient service oriented.
- Ability to prioritize, manage time effectively, and be flexible in a very active work environment.
- Ability to take charge, and work well with others and independently while exuding a high level of patience and understanding.
- Knowledge of medical terminology. Creative, innovative, and enthusiastic.
- Primary Care experience is preferred but not necessary as training can be provided.

Qualified applicants are invited to apply with a resume and cover letter. Please send a resume to [traceytessaro@yahoo.ca](mailto:traceytessaro@yahoo.ca). Attention: Dr. Tracey Tessaro  
Full-time hours, between 30-35 hours per week. 8:30 am-4:30 pm Monday to Thursday.

*Notice: This job ad is posted on the Barrie and Community Family Health Team (BCFHT) website on behalf of a separate office, and all recruitment activities are independent from the BCFHT. Please direct applications and inquiries to the hiring office only.*