

**Full Time Administrative Assistant/Receptionist  
FAMILY MEDICINE TEACHING UNIT**

**Duties and Responsibilities:**

The administrative assistant/receptionist for the Family Medicine Teaching Unit & Dr. Stuart Murdoch is responsible for delivering broad support and administration duties for the efficient management of the roster of patients for the Staff Physicians & Resident Physicians working in the Family Medicine Teaching Unit. Specific qualifications for this position are:

**Qualifications:**

- Medical Office Administration and Terminology Certificate
- 1+ years of Medical office administration experience, preferably in a busy medical practice
- Knowledge of and working experience with Accuro EMR system is a must
- Ability to multi-task and set priorities while managing a high volume of phone calls and daily transactions
- Patient service oriented with strong organization and multi-tasking skills
- Strong keyboarding skills and extensive computer experience with a sound knowledge of Microsoft office, email and internet
- Excellent interpersonal, public relation and communication skills (written and oral)
- Ability to work independently with minimal supervision and handle multiple tasks/assignments and meet varying deadlines
- Self- motivated, with a high level of initiative and enthusiasm
- Creative and innovative thinker, who learns quickly
- Ability to prioritize, manage time effectively, and be flexible in a very active work environment
- Ability to work in a team environment with multiple health care providers, ie: Nurses, Physicians, Nurse practitioners as well as the Admin Staff

**Duties and Responsibilities:**

- Answer our high volume telephone calls, schedule patient appointments, answer patient's questions and update patient's demographics
- Triage incoming calls, assess patient's health needs and book appropriate appointments, and relay information to the appropriate staff member for follow up
- Address patient concerns and complaints on the phone or in person as they arise
- File high volume of faxes and reports into EMR daily
- Email Patients securely via Medeo
- Receive payment for 3<sup>rd</sup> party billing
- Maintain accurate, concise and confidential EMR documentation about patient history and encounter data

**Please forward resume to the attention of Lynn Hamilton at:  
[hamiltonl@rvh.on.ca](mailto:hamiltonl@rvh.on.ca) or by fax 705-728-4120**