
The Sherwood Park – Strathcona County Primary Care Network is a group of health care professionals and administrative staff who work with you and your Doctor to help you live well. Our caring team provides education and support for managing chronic diseases and mental health concerns, while providing access to specialists and services all within your local community.

We are currently looking for a **Clinical Administrative Assistant** to join our team in a clinic in Sherwood Park.

Permanent 0.6 FTE (23.25 hours/week)
SPPCN provides a comprehensive benefit plan

POSITION SUMMARY

Reporting to the Manager – Office Administration, the Clinical Administrative Assistant is part of the clinical administration team that is responsible for the effective and timely scheduling of patients referred to the SPPCN’s clinicians, allied health professionals and patient programs. Following specific procedures, this position must communicate effectively with patients throughout the scheduling process and is responsible for follow-up where necessary. As a first point of contact of the SPPCN offices and by phone, the Clinical Administrative Assistant is integral to providing professional, efficient services to patients and physician offices, while adhering to health record and privacy guidelines and legislation.

KEY RESPONSIBILITIES

Include, but are not limited to the following:

Indexing/Referral Processing

- Responsible for following procedures for indexing, reviewing physician referrals and directing where needed in order to schedule and complete the referral process including:
 - Identifying appropriate triage process for various clinicians, programs and groups
 - Process self-referrals for patients as requested

Scheduling Processed Referrals

- Conducts additional processes where appropriate (ie. check AHC number validity)
- Maintains schedules for clinicians, books appointments, monitors cancellations, internal referrals, worklists and/or wait lists and follows up where necessary
- Set up zoom links/meetings for virtual appointments for patients in-clinic where necessary

Communication/Clinic Liaison

- Provides pre-appointment patient information and conducts multiple contact with patients and clinics (phone/email)
- May obtain pre-appointment documentation from patient, community stakeholders or physician offices
- Monitors/tracks clinical response letters to physician offices are completed as per CPSA

Office/Clinical Administration

- Responsible for front office reception to greet and direct patients and visitors appropriately to staff or appointments, as well as field inquiries from public or stakeholders and direct as necessary
- Field staff and patient questions/inquiries about zoom, EMR, patient iPads
- Responsible for proof reading and completing various clinical letters to ensure accuracy of patient and other information
- Completes AFAD quarterly checks:
 - Conducts quarterly updates of physician clinics accepting new patients

- Provides information to update website
- Scan information and documents to EMR, enters data or sends to patients
- Responsible for various office/building tasks:
- Opening – closing procedures, equipment check, training room set up/take down
- Conduct regularly scheduled equipment checks (daily AED, fridge temperature verification and recording)
- Maintain confidential medical records

EDUCATION & EXPERIENCE

- Medical Office Assistant (MOA) Certificate or medical information training an asset
- Three years direct experience preferred
- Medical Terminology training an asset
- Experience with medical terminology or medical offices preferred
- Equivalent education and experience may be considered
- Experience with HealthQuest EMR and NetCARE (or similar EMR) required

SKILLS & ABILITIES

- Excellent accuracy and attention to detail
- Flexible and able to adapt to the demands of the position as priorities change
- Adheres with patient and health care confidentiality and privacy requirements/legislation
- High level verbal, written and interpersonal skills in order to communicate with a broad cross section of patients and stakeholders
- Comfortable with regular interruptions
- Excellent computer skills
- Must work within a team to meet the needs of patients and stakeholders
- Strong organizational skills and ability to manage multiple tasks
- Ability to deal compassionately and effectively with difficult behaviors sometimes exhibited by patients in distress

PERSONAL ATTRIBUTES AND COMPETENCIES

- Enthusiastic and positive, can-do attitude
- Able and willing, in an unstructured environment, to be flexible, creative and juggle numerous competing priorities
- Ability to act ethically, responsibly and be accountable for actions
- Ability to respect other views/opinions
- Ability to have difficult conversations and be comfortable asking questions
- Exceptional understanding of and appreciation for confidentiality and privacy
- Ability to identify sensitive information

OTHER OCCUPATIONAL REQUIREMENTS

- A current and clear Police Information Check is required
- A valid drivers licence and access to a vehicle for travel to central offices
- This position will require working in both central office locations in Sherwood Park and Fort Saskatchewan

APPLY TODAY! Send your cover letter and resume to recruiting@sherwoodparkpcn.com. Closing date: April 18, 2024. We thank all candidates who apply, however only those selected for an interview will be contacted.