



Patient Experience & Digital Communications Coordinator

Full-time • Drumheller, Alberta • Riverside Medical

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OUR VISION

"Recognized as the best physician led medical team, advancing a healthy community through the provision of exceptional care in a Patient's Medical Home."

— Riverside Medical

ABOUT RIVERSIDE MEDICAL

Riverside Medical is a rural, team-based family practice in Drumheller and one of the first clinics in Alberta recognized as a Patient's Medical Home. Our physicians, licensed practical nurse, patient care coordinators, on-site pharmacy partners, and administrative team have cared for this community for nine years — across every stage of life, and well beyond the clinic walls.

ABOUT THE ROLE

This is a hybrid position: roughly (60%) patient care coordination and medical-office support, and roughly (40%) patient-facing digital communications. You will help patients navigate clinic processes while keeping our website, social media, digital notices, and patient-education materials clear, current, and approved. If you enjoy variety, people, and getting information right, this role will suit you.

Reports to: Patient Care Coordinator Lead **Start date:** Negotiable

WHAT YOU WILL DO

Patient experience and clinic operations

- Create a welcoming, respectful, and organized experience for patients, families, and caregivers.
- Support scheduling, patient flow, recalls, follow-up, referrals, and patient instructions.
- Help patients prepare for appointments and connect with clinic or community resources.
- Take vital signs and provide instructions for approved office-based tests, within your training, delegated duties, and clinic policy.
- Flag barriers to access, communication, or workflow to the appropriate team member.
- Contribute to quality-improvement work and patient-information resources.

Digital communications and patient information

- Keep patient-facing website content accurate, current, accessible, and professional.
- Draft, schedule, and maintain approved content for social media, digital notices, and patient education.
- Produce graphics, posters, presentation slides, short videos, and digital patient resources.
- Maintain a content calendar so published services, hours, and processes always match reality.
- Use approved AI-enabled tools responsibly for drafting, editing, design, and workflow improvement.
- Monitor clinic channels for outdated content, technical issues, and comments requiring escalation.

Privacy and professionalism

- Protect patient confidentiality in line with Alberta's Health Information Act and clinic policy.
- Obtain approval before publishing clinical, service, or promotional content.
- Never publish patient information, images, stories, or testimonials without documented written consent.
- Escalate clinical questions, complaints, privacy concerns, and online interactions to a physician or clinic leader.

WHAT YOU BRING

Required:

- High school diploma, plus strong computer and digital literacy.
- Hands-on experience with a website content management system and social-media scheduling tools.
- Experience creating graphics, short videos, presentations, or educational materials — examples welcome.
- Responsible, practical use of AI-enabled tools for writing, editing, design, or administrative work.
- Clear communication, sound judgment, and discretion with confidential information.
- Ability to learn quickly and shift priorities in a fast-paced, team-based environment.
- Legally entitled to work in Canada, and able to provide a satisfactory criminal record check with vulnerable sector search.

Assets (not required):

- Medical Office Assistant diploma or certificate, or comparable education and training.
- Experience in a medical clinic, primary care, allied health, or other healthcare setting.
- Familiarity with electronic medical records, online booking, or secure patient messaging tools.
- Knowledge of Alberta health privacy requirements, professional boundaries, and healthcare communications.
- Experience with analytics, digital accessibility, photography, video editing, or graphic design.
- Experience in a rural, community-based, or entrepreneurial healthcare setting.

WHAT WE OFFER

- Work that visibly improves how patients experience their care.
- A collaborative team where initiative, adaptability, and good ideas are put to use.
- Real ownership of our communications and patient-information systems, with room to grow.
- Competitive compensation based on experience, qualifications, and fit with the role.

HOW TO APPLY

Send a cover letter, current résumé, and — if you have them — non-confidential samples of your visual, video, website, or patient-education work to **Candace Baxter, Patient Care Coordinator Lead**, at info@riversidemedical.ca, or drop them off at the clinic. In your cover letter, please tell us about your experience with website content management, social-media scheduling, digital-content creation, and how you use AI-enabled tools in your work. References will be requested of shortlisted candidates.

This posting will remain open until a suitable candidate is hired.

Riverside Medical thanks all applicants for their interest. Only candidates selected for an interview will be contacted.