

# JOB DESCRIPTIONS

## Required employee attributes for all clinic jobs:

- Proficient at using relevant EMR modules
- Ability to multitask
- Excellent customer service skills and communication skills
- Ability to work in a fast paced, team environment
- Positive attitude and calm under pressure
- Conflict resolution skills

## Preferred Education/Experience for all clinic jobs:

- Knowledge of medical office procedures considered an asset
- Familiarity with electronic medical records considered an asset
- Previous reception experience considered an asset

## FRONT DESK

### Responsibilities:

- Make coffee, turn on TV, organize and drop off "Filed paperwork" to docs
- Make reminder calls to patients
- Answer phone lines
- Book appointments and procedures as per RFMC practitioner booking guidelines
- Update contact information for patients
- Meditech for updated contact info, demographics, new results
- Add upcoming schedule to Profile and make changes as needed (usually daily)
- Call patients to book appointments or advise of results or other information from the doctors
- Send letters to patients as required
- Send sympathy cards and new born cards to clinic families
- Set and complete monthly interventions
- Complete daily tasks in order of priority
- Organize forms/requisitions, etc. in the To do, Filed paperwork, and Pick up bins
- Take and relay phone messages for doctors
- Add and make changes as needed for the On Call Schedule at the hospital
- Keep waiting room organized
- Take payments and issue receipts for non insured services
- Front desk task support
- Pick up and deliver hospital mail as required

- Record employee shift calendar from Lead MOA for current and following month in the staff room
- Adheres to Employee Manual guidelines and protocols
- Performs all other related clinical, administrative, or special tasks as required

## MOA

### Responsibilities:

- Back up for incoming phone calls and cover front desk lunch break
- Start all computers in the morning, ensure that all are in working order, paper in printers, desk top drawer organizers restocked, etc.
- Continued computer and technical support throughout the day including solving Profile problems
- Dishes – morning putting away and end of day cleanup
- Unlock the cash box in the am and lock at the end of the day
- Check and deal with daily tasks
- Manual patient matching
- Unsigned transactions – move from wrong folders into right folders
- Scanning– paper copies and incoming electronic faxes (3 times daily)
- Pick up Canada Post mail and sort
- Check and deal with emails
- Faxing of referrals electronically plus prepare records to e-fax
- Sort through doctor out piles throughout the day – faxing and scanning as needed
- Shred unnecessary reports and other sensitive documents
- Access Meditech for lab results when requested by practitioners
- Maintain Requisition Binder and “Pending” Tasks
- Vacation / Sick coverage for Front desk (see job description)
- Storage – retrieve and file old charts as required/shredding of records as per college policy
- Errands/groceries
- Adheres to Employee Manual guidelines and protocols
- Performs all other related clinical, administrative, or special tasks as required

## LEAD MOA

### Responsibilities as above, plus:

- Order office supplies
- Additional clinical tasks (i.e. Pharmanet access, EMR upgrades, EMR data queries)
- Form building
- Cross coverage for Billing Clerk/Clinic support/Front desk/2<sup>nd</sup> MOA
- Solve problems with a positive, productive approach
- Prepare shift calendar for front desk to enter

- Vacation management
- Take any phone calls that ask for “the manager”
- Assist with advertising for new staff and hiring of new staff
- Liaises with Human Resources Director as required

## BOOKKEEPING

### Requirements:

- Proficient in Sage/Simply accounting program
- Able to generate spreadsheets via Excel
- Able to use relevant program for payroll submissions

### Responsibilities:

- Staff payroll every 2 weeks – ensure no discrepancies, and report issues to the DHR
- Doctor’s pay monthly/Accounts payable/Accounts receivable/Bank statement reconciliation

## BILLING CLERK /CLINIC SUPPORT

### Requirements:

- Able to generate documents with Excel and Word

### Responsibilities:

#### Billing

- Billing and scanning of patient forms
- Completion of tasks
- Billing of doctor’s office visits, nurse’s day sheets, in hospital patient and psychiatry billing sheets, ER shifts, long term care visits, and OR assists
- Assist with shadow billing for the NP including attachment codes
- Management of chronic disease searches and billings
- Bank deposit twice monthly
- Processing of twice monthly remittance reports
- Processing for month end reports
- Checking email (for billing issues)
- Reconcile accounts receivable

#### Clinic support

- Cross coverage for front desk or MOAs if required
- Chart entry/EMR import and export of patient medical records
- Computer/Technical support
- Assist with Requisition Binder maintenance and “Pending” Tasks

- Adheres to Employee Manual guidelines and protocols
- Performs all other related clinical, administrative, or special tasks as required

## CLINICAL MOA

### Requirements:

- MOA with relevant clinical experience or training

### Responsibilities:

- Ordering of supplies
- Ordering of all medical supplies for clinic
- Comparing prices
- Special request orders
- Keeping track of back ordered supplies
- Accurately take and record relevant vital signs as per the Vitals Check Guide
- Set up sterile trays and assist with minor surgeries
- Chaperone for examinations as required
- Ensure examination rooms are stocked with the basic necessary supplies and equipment (see Office checks procedure)
- Ensure equipment is charged and in working order
- Ensure specialty items are available in the exam rooms for specific patient appointments (liquid nitrogen, suture removal kit, eye tray, etc.)
- Ensure necessary paperwork is prepared ahead of Pap smears, minor surgeries, etc.
- Ensure the Pap smear slide is labelled prior to the sample collection
- Safely fill the liquid nitrogen dispenser
- Process INRs (as per procedure manual)
- Check unsigned results to ensure urgent results are dealt with
- Provide nursing advice to patients
- Be familiar with emergency protocols (anaphylaxis, vasovagal episodes, etc.)
- Proficiency with ear syringing
- Perform ECGs when required
- Adheres to Employee Manual guidelines and protocols
- Performs all other related clinical, administrative, or special tasks as required

### Vaccines/Allergy serums/Injectable medications

- Keep government funded vaccines in stock (Td, Pneumovax, etc)
- Ordering and follow up of flu shots (paperwork and tracking for flu shot program)
- Oversight to ensuring vaccine fridge temperature is monitored and logged
- Ordering and keeping track of allergy serums and patient injectable medications (Methotrexate, etc)
- Give subcutaneous and intramuscular injections as required

#### Sterilization/sanitation procedures

- Follow guidelines set out by the College of Physicians and Surgeons of BC – POMDRA program
- Ensure autoclave is in good running order and properly maintained
- Proper cleanup of bodily fluid spills

#### Charts

- Ensure charting is up to date regarding vitals, annotations, phone calls, immunizations, etc.
- Prepare a draft clinical MOA schedule for the Lead MOA to review and communicate with the Lead MOA if changes are required

#### Medications and products

- Ensure that products are not expired (including swabs, medications, samples, etc.)
- Keep STI meds in stock
- Administer nebulized medications
- Ensure emergency medications are readily accessible

## OFFICE MANAGER

**Reports to:** Medical Director (Physician)

#### **Requirements:**

- Business professional with human resource experience and knowledge of medical office procedures
- Familiarity with electronic medical records and accounting considered an asset

#### **Responsibilities:**

##### Human Resources

- Staff hiring, orientation, training, performance reviews and termination if necessary. Liaise with Medical Director to identify potential office dysfunctions
- Ensure compliance with human resource laws
- Support MOAs to excel in their current roles. Able to take over each MOA role as required
- Support clinicians to most effectively do their clinical work
- Manage contracts and negotiations with office vendors and service providers including cleaning staff, IT support and emergency maintenance services
- Orientation of new staff and clinicians
- Organize staff Christmas party and coordinate birthday and baby celebrations

- Assist in recruitment of locum clinicians when needed

## Policies and Procedures

- Implement physician established office policies and procedures. Develop policies and procedures where needed
- Maintain steady workflow and uninterrupted service
- In consultation with Medical Director, ensure in compliance with BC College Of Physicians and Surgeons Guidelines and Standards
- Support Physician Cost Sharing Agreement

## Financial

- Review annual expenditures
- Oversee accounting, billing and payroll procedures
- Provide financial updates at clinician meetings
- Help to ensure reasonable overhead for partners

## Scheduling

- Ensure adequate staff and clinicians to meet the needs of our patients
- Oversee staff hours and vacation schedules
- Oversee clinician hours and vacation schedules
- Oversee learner schedules and ensure adequate space

## Communications

### *Internal:*

- Organize and run meetings for clinicians and for full office staff. Develop agendas, distribute minutes, follow up on action items
- Serve as main point of contact between MOAs and clinicians

### *External:*

- Manage patient complaints/concerns
- Oversee website
- Develop/maintain partnerships with: Divisions of Family Practice, EMR vendor, Primary Care Network, Kootenay Boundary Regional Hospital, Strata, Lab etc

## Information Technology

- Oversee maintenance and optimization of EMR

- Ensure maintenance of hardware
- Help integrate new technologies into provision of patient care

#### Equipment/Office Space

- Ensure appropriate physical environment for staff and patient care
- Ensure adequate supplies

#### Quality Improvement

- Develop and carry out quality improvement cycles

#### Primary Care Network Integration

- Lead change management
- In conjunction with team, visioning new opportunities and directions to continue to improve patient care

#### Support Healthy Culture

- Maintain a calm, safe and respectful working environment
- Promote culture of excellence, learning and quality
- Service oriented towards patient care