

# Receptionist

The **OakMed Family Health Team (OFHT)** provides collaborative, interdisciplinary, comprehensive primary health care to a population of patients in the Oakville Area. The FHT is committed to compassionate, patient-centred care emphasizing illness prevention, chronic disease management, harm reduction and health promotion. The Receptionist/Clerical position is critical to the effective functioning of the Family Health Team. This position requires excellent administrative support skills, an ability to work in a fast-paced, changing environment and strong interpersonal skills to work with patients, interdisciplinary health care providers and physicians. The person in this position will book appointments, greet patients, conduct telephone follow-up, and perform a variety of other clerical tasks to support the health professionals and the Executive Director. The hours of work will normally be Monday to Friday 8:30 to 5:00 p.m. Some evening and Saturday morning relief hours may be required.

## Roles and Responsibilities:

- Greet and register FHT and clinic patients.
- Answer a multi-line telephone system.
- Manage booking/referral processes for the FHT and related physicians using the EMR.
- Enroll and register patients for programs and consultations.
- Call patients with reminder messages and other information.
- Build and maintain FHT schedules.
- Process correspondence, draft replies, and process other routine tasks.
- Perform other duties as assigned in the interest of efficient operations of the FHT.
- Collection of data as required for statistical/reporting purposes.

## Qualifications and Competencies:

- Completion of a Medical Secretary Course (medical terminology) is an asset.
- Proficiency in computer applications: Windows, Microsoft Office programs (especially Word and Excel), e-mail, and Internet, including web site proficiency and social media.
- Strong organizational and problem solving skills.
- Excellent interpersonal and oral/written communication skills.
- Ability to maintain confidentiality.
- Ability to adapt quickly to a fast paced, dynamic work environment.
- Proven participatory work style; ability to work independently and with a team.
- Ability to prioritize, manage time effectively and be flexible in a very active work environment.
- High level of accuracy and attention to detail.
- Keen to take initiative when appropriate and exercises good judgement.
- Ability to learn and work with and electronic medical record - electronic scheduling/booking system (Knowledge of PSS an asset)
- Medical or hospital office experience is an asset.

**To apply please send a cover letter and resume in strictest confidence as soon as possible to:**  
[p.faguy@oakmed.ca](mailto:p.faguy@oakmed.ca) . Quote job reference: FHT Receptionist/Clerk and indicate Full-time or Part-time.