**Job Description**

**JOB TITLE:** Medical Office Assistant

**REPORTS TO:** Program Manager

**Location:**

**updated:** November 2020

**Job Summary**

Foundry is removing barriers and increasing access to health and wellness services for young people ages 12–24 and their caregivers through a network of youth-friendly centres across British Columbia and online. By offering integrated mental health care, substance use services, physical and sexual health care, youth and family peer support and social services, Foundry makes it easier for young people to find support in their communities. Online resources and first-of-its-kind virtual care further broaden Foundry's reach.

The Medical Office Assistant (MOA) provides medical office assistant support for the centre as well as reception duties for Foundry.

**Key Duties and Responsibilities**

* Welcomes youth to Foundry and contributing to a positive, welcoming atmosphere in the waiting area;
* Registers and triages patients, including setting up new patients with the Foundry Toolbox system;
* Answers calls and directs to the appropriate practitioner;
* Ensures all patient demographics are up to date whenever they register to be seen;
* Makes sure that highlighted "tasks" on patient charts at registration are dealt with if directed to the MOA (e.g., fill out mental health questionnaires listed at next appointment before seen by physician or NP)
* Checks on all MOA "tasks" daily;
* Ensures patient flow during clinics;
* Keeps referrals and their status up to date;
* Notifies patients about specialist appointments or imaging appointments, notifies patients who need to return to clinic;
* Scans and uploads documents, assigns documents;
* Helps out with "runner" duties, including pregnancy tests, urine dips when needed;
* Ensures all specimens are labelled and that their requisitions are properly filled out;
* Stocks exam rooms;
* Lets manager know when supplies need to be ordered;
* Intermittently helps out with patient intake if needed;
* Autoclaves;
* Handles Medical Services Plan (MSP) billing and prepares sessional invoices; and
* Performs other related duties as required.

**Qualifications**

* MOA certificate and experience working in a medical practice;
* Experience working with youth; and
* Must maintain a satisfactory criminal records check.

**Skills and Abilities**

* Well-developed interpersonal skills, oral and written communication skills;
* Excellent organization, time and general management skills;
* Knowledge of MSP billing processes and medical office software;
* Ability to work independently and be a team player; and
* Ability to work a flexible schedule including evenings.

**JOB DESCRIPTION APPROVED BY:**

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