

Position Profile

Receptionist at Claro Family Practice

Position Summary:	
The Receptionist is responsible for appointment booking, reception and clerical duties for the clinic.	
Major Duties & Responsibilities	
<ul style="list-style-type: none"> • Answer all incoming phone calls to the clinic • Greet in a friendly manner and register all patients as they arrive at the clinic • Schedule appointments for all the clinic physicians • Schedule appointments on the patients' behalf for external medical imaging and scheduled lab tests, as required • Verify all patient demographic information with the patient. • Register new patients' Alberta Healthcare Card numbers, and set up a new patient chart in the EMR • Ensure that out of province health cards and immigration papers are copied for verification • Record messages for physicians and staff and provide appropriate information to support the message where applicable • Conduct patient traffic control and act as an information desk for patients • Book follow-up appointments for patients as per physician instruction • Create and maintains confidential medical files and records • Manage telephone answering and message functions • Maintain physician schedule in the EMR • Represent the physicians in a professional manner 	
Required Skills & Abilities	
<ul style="list-style-type: none"> • Excellent phone etiquette • Ability to multi-task • Able to effectively communicate in various forms (e.g. verbal, written) to members of a team • Exceptional typing ability • Ability to remain professional in stressful situations • Timely voicing of concerns to doctors and nurses • Ability to complete requested tasks in a timely fashion • Maintain confidentiality of patient information 	
Required Qualifications	
Professional Certification / Designations	<ul style="list-style-type: none"> • None required • Medical Office Assistant training is an asset
Education / Experience	<ul style="list-style-type: none"> • Medical clinic experience is an asset • Past office administration training (unit clerk, office receptionist, administrative assistant, secretarial) is desirable
Supervision	
Reports to:	<ul style="list-style-type: none"> • Physicians
Position(s) supervised:	<ul style="list-style-type: none"> • None