

City of Kawartha Lakes

Family Health Team

Medical Receptionist

(Permanent, Full-time 1.0 FTE)

The City of Kawartha Lakes Family Health Team (CKLFHT) provides team-based primary health care, including chronic disease management, health promotion and disease prevention, to approximately 37,000 patients through an interprofessional care team of 42 staff and 25 physicians. The CKLFHT serves its community through clinics in Lindsay, Bobcaygeon, Fenelon Falls, Little Britain, Omemee, and Woodville.

CKLFHT supports diversity and is a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, Indigenous peoples, 2SLGBTQ+, and persons living with a disability. The CKLFHT is committed to improving access and opportunities for individuals living with disabilities. If you require a specific accommodation please call 705-328-9853, ext. 249 or fax: 705-328-9401, noting **Accessibility Inquiry** in the subject line.

Our Family Health Team is currently seeking a permanent, full-time Medical Receptionist to join its growing team of health care professionals. As a vital member of the team and often the first point of contact for our patients, our Medical Receptionists work in collaboration with physicians, Nurse Practitioners and the FHT's interprofessional care team by providing administrative support and linkages within the CKLFHT and the community.

As a Medical Receptionist with our team, you will:

- Greet patients in a welcoming and professional manner, coordinate efficient patient flow, and provide professional and caring interaction with patients
- Validate Health Cards and update patient demographics
- Schedule/book patient appointments, provide follow-up; answer phones, photocopy, receive faxes and medical reports, scan documents into the EMR such as: reports, lab results, etc.
- Prepare and maintain inventory for examination rooms
- Follow up on referrals and requisitions, help to improve office efficiency and flow
- Maintain strict confidentiality and act in an ethical and professional manner

Qualifications and Skills:

- Community college diploma or certificate in Healthcare Administration, Medical Office Administration or related discipline accompanied by previous experience working within a healthcare setting
- Adept working within a Microsoft Office environment (especially Word, Excel, Outlook)
- Proficient in medical terminology, excellent written and verbal communication
- Exceptional telephone etiquette and customer service skills
- Ability to maintain confidentiality
- Experience working with an EMR (Electronic Medical Records) system is required. (working knowledge of Telus Practice Solutions Software PSS is an asset).
- Possess a valid driver's license, have regular access to a vehicle and be able to travel within the City of Kawartha Lakes

Salary: up to \$43,170 annually

How to Apply: Qualified applicants are asked to forward their cover letter and resume to:

Kimberlee Smith, CHRL
Human Resources Manager

by fax: 705-328-9401
by e-mail: k.smith@cklfamilyhealthteam.com

Deadline for applications is: **Monday, November 7th, 2022**