POSITION SUMMARY

QUEEN'S UNIVERSITY- GENERAL STAFF

POSITION TITLE: Clinic Clerk/After Hours Clinic (AHC) Assistant

DEPARTMENT: Queen's Family Health Team – Department of Family Medicine

POSITION NUMBER: 00500403

GRADE: 4 **EFFECTIVE DATE:** September 6, 2013

The Queen's Family Health Team (QFHT) is a multidisciplinary team of health care professionals who provide primary health care services to the Kingston community, who train future primary health care professionals and who conduct research in issues of primary health care delivery. The QFHT is comprised of a number of medical practices and provides for a diverse, client centred work environment for all its employees.

Reporting to the Clinical Program Coordinator of the QFHT, the Clinic Clerk/AHC Assistant provides support to the health care team in coordinating appointments with internal QFHT providers and external (specialist) referrals, patient medical records and other documents as required. This position will also provide support to our evening and weekend After Hours Clinic (AHC). The Clinic Clerk/AHC Assistant is often the first point of contact for patients and helps to ensure optimal day-to-day clinic flow.

JOB SUMMARY:

The incumbent provides clerical support for the QFHT physicians, residents and interdisciplinary health providers by coordinating internal (e.g. our own physicians, nurses, residents, and allied health providers) appointments and external (e.g. specialists, other clinics, agencies, and hospitals) referrals. This may include liaising with external offices to coordinate patient appointments and procedures, communicating with patients, and processing appropriate documentation. The incumbent will also assist in processing electronic medical records, including scanning, faxing, and documenting appropriately in the chart, as well as coordinating specialized requests related to record transfer, legal, and insurance requirements. The incumbent will also provide support to our After Hours Clinic (AHC). This will involve such activities as rooming patients, assisting with patient intake (e.g. vitals), preparing exam rooms, and assisting with programming and screening initiatives. As the first point of contact for patients and other external groups, the incumbent will process phone and electronic requests, as well as other administrative duties.

KEY RESPONSIBILITIES:

- Upon direction from clinic team members, coordinates referrals and tests including documentation to support requests, updates the electronic medical record, and advises patients of preparation for tests. Appropriately refers clinical questions to ordering personnel.

- Upon direction from clinic team members, schedules appointments with internal QFHT providers. Note that this may involve running queries within the electronic medical record to identify patients who are due for particular tests, preventative screening, or condition-specific assessments. Book appointments with the appropriate provider in the appropriate timeframe and works to ensure continuity of care between patients and providers.

- Communicates effectively with physicians, residents/learners, staff, patients and external offices/agencies. This contact may be in person, via telephone, email or mail.

- Performs administrative duties such as sorting and distributing incoming mail, preparing outgoing mail, photocopying/faxing, receiving courier deliveries, distributing and retrieving information, updating and maintaining file system.

- Processes documents received such as medical reports/consultations/notice of appointment, appropriately uploading scanned documents into the electronic medical record. Uses best-practices for electronic medical records filing, checking for accuracy and documenting communications with patients and providers.

- Assists with problem-solving in coordinating patient referrals, for example, determining if patient willing to travel outside of Kingston area to obtain timely tests/procedures.

- Prepare and initiate upon order of physicians, residents and nurse practitioners, correspondence, notes and memos related to patient referrals.

- Processes medical-legal patient record requests, including verification of patient consent, communication with physician, preparation of documents, and appropriate recording in the electronic medical record.

- Processes patient medical records transfer of documents (both incoming and leaving).

- Provides front-line problem-solving and assists in maintaining a safe and efficient clinic flow.

- Processes patient payments via point of sale equipment. Reconciles daily transactions and provides a record to the Billing Clerk.

- Rooming patients and assisting with patient intake. This may include taking appropriate patient histories, taking and recording vital signs (including height, weight, waist circumference, and BMI), documenting activities in the electronic medical record, rooming patients, and generally assisting with patient flow.

- Supporting the nursing team in the AHC, which may include such activities as preparing exam and treatment rooms with necessary trays and instruments, preparing supplies and equipment for treatments including liquid nitrogen, autoclaving instruments and trays, cleaning and preparing examination rooms, treatment/procedure rooms between patients and utility rooms as needed, communicating findings to members of the health care team as needed. These activities would be completed in conjunction with, and under the supervision of, a member of the nursing team.

- Undertakes other duties as required in support of the Queen's Family Health Team, including providing support for program administration, resident training, and data management.

REQUIRED QUALIFICATIONS:

- Two year program in a medical-related program (e.g. Personal Support Worker, Medical Office Administration) at the Community College level.
- One year experience in a clinical setting, such as outpatient clinics, physician office, community health centre.
- Demonstrated understanding of medical terminology. Pharmacology course considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Strong interpersonal and communication skills (both verbal and written) and ability to work in a team environment.
- Attention to detail and accuracy, organizational and time-management skills, and ability to maintain focus despite frequent interruptions.
- Knowledge of electronic medical records, scanning, uploading documents, managing appointment scheduling, email and internet search methods.
- Service-oriented perspective. Contributes to a well organized and positive working environment.
- Proven ability to organize and establish priorities in a self-directed manner.
- Ability to work independently as well as in a multidisciplinary setting.
- Ability to work discreetly with confidential information.
- Strong problem solving skills.
- Maintains privacy, confidentiality, and security of patient information.
- Uses resources effectively and maintains a safe working environment.
- Ability to interact effectively with people from different cultures and diverse backgrounds.

DECISION MAKING:

- Prioritize work and time and decide what is the most important task among several.
- Book patients for appointments with appropriate care provider (noting availability, patient needs, and continuity with residents), determine if patients need to be seen as priority and determine which patients require referral to a nurse, resident or physician. As directed, makes appropriate arrangements for referrals, tests, and ordering of prescriptions.

- Decide how to distribute information, what method to use, and to whom to send it (I.e. know when to consult appropriately with other members of the health care team).
- Identify opportunities for process and safety improvements and notify appropriate clinic staff member.
- Determine the reason for visit when taking the patient histories in conjunction with a member of the nursing team.
- Determine which supplies and equipment will be needed in advance of appointments and gather and prepare them as appropriate. This decision is made in conjunction with a member of the nursing team.
- Participate in relevant committees and working groups.
- Respond to general inquiries and make decisions to redirect or refer to other clinic staff if necessary.

SIGNATURES:

_____	_____
Incumbent	Date
_____	_____
Manager	Date
_____	_____
Department Head	Date