



Central Community Health Centre

(Serving: St. Thomas, Central Elgin, Township of Southwold)

Medical Receptionist

Hours of Work: 37.5 hours per week flexible to include evening hours.

1.0 — Summary of Position

The Medical Receptionist is often the first point of contact for clients, visitors, community partners, and service providers accessing Central Community Health Centre (“CCHC”). As a representative of CCHC, the Medical Receptionist provides professional, welcoming, inclusive, and trauma-informed service while supporting the efficient operation of the Centre’s reception and administrative functions.

- 1.1 Ensures the efficient and effective operations of the reception area(s) of CCHC
- 1.2 Ensures a professional presence is presented to all who visit or deal with the CCHC
- 1.3 Ensures clients and other visitors feel welcome, safe and comfortable while visiting CCHC
- 1.4 Provides responsive and professional administrative and customer service support to CCHC staff and service providers.
- 1.5 Works collaboratively with other members of the reception team to provide consistent coverage and ensure reception responsibilities are shared equitably.

2.0 — Primary Responsibilities

Client and Visitor Services

- 2.1 Greets clients and visitors in a friendly, respectful, and professional manner, both in person and by telephone, and directs inquiries to the appropriate staff member or service.
- 2.2 Responds to general inquiries and provides clients and community members with accurate information about CCHC programs, services, hours, and access processes.
- 2.3 Receives, screens, and routes incoming telephone calls and messages according to established procedures, ensuring urgent or time-sensitive matters are directed appropriately.
- 2.4 Supports clients who may be distressed, frustrated, or experiencing barriers to accessing service, using a calm, respectful, trauma-informed, and non-judgmental approach.
- 2.5 Maintains appropriate professional boundaries and refers clinical questions, concerns, and requests for medical advice to the appropriate regulated health care provider.

Client Registration and Health Records

- 2.6 Creates and maintains accurate electronic client records, including demographic, contact, consent, and other required information. Manually and/or electronically
- 2.7 Verifies and updates client information at appropriate intervals and ensures changes are accurately documented in the electronic medical record ("EMR").
- 2.8 Prepares, retrieves, tracks, scans, files, and maintains client records and documentation in accordance with CCHC policies and applicable privacy requirements.
- 2.9 Ensures client information is handled confidentially and is only accessed, used, or disclosed as required to perform assigned duties.
- 2.10 Supports the intake and registration of new primary care clients, including distributing and receiving application forms, entering required information, creating client charts, and scheduling initial appointments as directed.
- 2.11 Ensures alerts, reminders, forms, and other administrative information within client charts are accurate and current, in accordance with established procedures.

Appointment Scheduling and Provider Support

- 2.12 Schedules, confirms, reschedules, and cancels client appointments using the EMR and other approved systems.
- 2.13 Maintains service-provider schedules in consultation with providers and management, including approved schedule changes, meetings, statutory holidays, vacation, education, and other blocked time.
- 2.14 Contacts clients regarding appointment changes, cancellations, follow-up appointments, reminders, and other administrative matters.
- 2.15 Assists with managing provider waitlists, cancellations, and available appointment times in accordance with established booking and scheduling procedures.
- 2.16 Provides administrative support to providers and other staff through EMR messaging, task assignment, telephone messages, and other approved communication methods.
- 2.17 Prepares, prints, photocopies, scans, or faxes prescriptions, requisitions, forms, reports, and other documents as directed by an authorized provider.
- 2.18 Supports equitable reception and telephone coverage and assists with the workload of other reception staff during absences, breaks, peak periods, and operational disruptions.

Referrals and Diagnostic Services

- 2.19 Processes referrals as directed, including preparing and transmitting required documentation, tracking referral status, and documenting actions in the EMR.

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- 2.20 Communicates referral and appointment information to clients, including appointment dates, locations, preparation instructions, and reminders, as appropriate.
- 2.21 Follows up on outstanding referrals, reports, diagnostic testing, and other documentation in accordance with established procedures.
- 2.22 Maintains accurate and current referral, specialist, diagnostic imaging, laboratory, pharmacy, and community service contact information.
- 2.23 Receives incoming reports, consultation notes, test results, and related documents and routes them promptly to the appropriate provider or staff member.

Communications, Faxes, Mail, and Documentation

- 2.24 Monitors incoming electronic and paper faxes, shared email accounts, and other assigned communication channels and routes information promptly and accurately.
- 2.25 Reviews incoming documents for sufficient identifying information and follows established procedures when information is incomplete, unclear, misdirected, or appears urgent.
- 2.26 Receives, opens, date-stamps, records, and distributes incoming mail in accordance with CCHC procedures.
- 2.27 Prepares outgoing mail, maintains required mailing records, and ensures mail is sent or taken to the post office as required.
- 2.28 Receives courier and supply deliveries and promptly notifies the appropriate staff member.
- 2.29 Documents telephone calls, messages, referrals, appointment activity, and administrative actions accurately and objectively.

Reception and Facility Support

- 2.30 Opens and closes the Centre as assigned, following established security, safety, and building procedures.
- 2.31 Ensures reception areas are clean, organized, professional, accessible, and stocked with required supplies, forms, and current information.
- 2.32 Maintains public information displays and bulletin boards so that materials are current, relevant, appropriate, and professionally presented.
- 2.33 Ensures laboratory specimens and related documentation are prepared and available for scheduled pickup in accordance with established procedures.
- 2.34 Maintains an appropriate inventory of reception forms, office supplies, and other assigned materials and advises the appropriate staff member when replenishment is required.
- 2.35 Schedules the community room and other shared spaces as requested and in accordance with established booking procedures.
- 2.36 Provides authorized individuals with access to keys or secured areas for utility readings, maintenance, deliveries, or other approved purposes.

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- 2.37 Reports building, equipment, safety, privacy, security, or operational concerns to the appropriate staff member promptly.

Team and Organizational Responsibilities

- 2.38 Participates in reception meetings, staff meetings, training, quality-improvement activities, and committee work as assigned.
- 2.39 Follows established reception workflows, routing documents, booking procedures, privacy practices, and administrative protocols.
- 2.40 Contributes to the development, review, and improvement of reception procedures and administrative workflows.
- 2.41 Provides orientation and practical support to new reception staff, students, or temporary staff as assigned.
- 2.42 Performs other related duties consistent with the responsibilities of the position, as assigned.

3.0 — Accountability

- 3.1 This position reports to the Executive Assistant or their designate

4.0 — Qualifications

- 4.1 Three to five years' customer service experience
- 4.2 Three years' office experience, preferably in a health care setting
- 4.3 Graduate of a medical office assistant or equivalent program preferred
- 4.4 Proficiency in the use of computers and various software applications and office equipment
- 4.5 Able to work in a fast-paced environment, to always maintain a professional attitude, to respond in a positive way to demanding issues, and to project a welcoming, friendly personality.
- 4.6 A second language is an asset.
- 4.7 Experience working with clients who have experienced trauma is an asset.

5.0 — Upholding Standards

Organizational Beliefs, Values and the Model of Health and Wellbeing

- 5.1 Knowledgeable about the organization's vision, mission, principles, and organizational philosophy, and incorporates these beliefs into everyday work

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- 5.2 Works within an interdisciplinary team and strives to work collaboratively, respecting the skills and knowledge of others
- 5.3 Works in a manner that incorporates health promotion and addresses the social determinants of health
- 5.4 Understands and respects the process by which the community is involved in decision making
- 5.5 Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
- 5.6 Works to reduce barriers to access (e.g., outreach and mobile services, language, life skills, transportation, childcare, hours of service, etc.)
- 5.7 Committed to utilizing available resources to support wellness (e.g., EAP, attending staff wellness events, sharing concerns as per CCHC's Human Resource Policies, etc.

Organizational Excellence

- 5.8 Contributes to a welcoming and supportive environment Acts with professionalism and courtesy toward all individuals served by the CCHC, the general public and other staff members and volunteers
- 5.9 Works in a manner that complies with CCHC's privacy policies and preserves, maintains and respects confidentiality of participants, volunteers, clients, and staff
- 5.10 Respects and values the diversity of communities and individuals
- 5.11 Contributes to the development and promotion of CCHC in St. Thomas, Central Elgin, the Township of Southwold and wherever else CCHC may be represented
- 5.12 Maintains and develops professional competence through appropriate continuing education and/or professional development

Occupational Health and Safety

- 5.13 Works in a manner that meets all Health and Safety requirements, to ensure a healthy and safe workplace
- 5.14 Completes and maintains required training (e.g., WHMIS, First Aid).

Organizational Duties and Responsibilities

- 5.15 Works in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization
- 5.16 Works in a manner that complies with the organization's Human Resources Manual
- 5.17 Contributes to the organization's endeavours to collect, analyze and report on data, and participate in research
- 5.18 Contributes to the organization's efforts to secure and maximize resources for current and new programs, services, and activities
- 5.19 Performs other duties that support the mission/mandate of the organization, as assigned by the Chief Executive Officer or their designate.