

# ROSEDALE MEDICAL GROUP

## JOB DESCRIPTION

Job Title: Registered Nurse

Position Summary: To provide nursing services, nursing procedures, patient education and to ensure medical supplies are available.

Major Responsibilities:

### 1. Procedures

- Answer referred incoming calls promptly. Use good judgment when giving advice to patients. Redirect calls for advice from a physician and appointment booking when necessary.
- Pleasantly greet patient, verify demographics and smoking status, obtain a brief summarized statement of discomfort. Ensure all recent test results are in the chart. Prepare patient and room appropriately for the examination. Remain available for the physician if necessary.
- Administers and records necessary immunization and allergy injections. Ensure patient immunizations are current. Advises patient of possible side effects, and instructs patient to remain in the office for a preset time after the injection.
- Administer procedures such as skin scraping, throat swabs, TB skin test, when requested by the physician.
- Orders all immunizations from Public Health Department or approved drug manufacturer. Ensures proper transportation and storage.
- Removes sutures, does skin and wound dressings and ear syringing.
- Performs spirometry and completes industrial pre-employment physical forms.
- Accurately completes requisitions. Instruct patients on appropriate specimen collection within correct containers. Places specimen in designated storage and collection area.
- Handles all specimens as infectious. Disposes of sharp objects and specimens appropriately. Practices general safety procedures.
- Performs blood pressure follow-ups.
- Arranges any community services for patients upon physician's request.

### 2. Record Keeping

- Record accurate, concise, legible documentation pertaining to the patient history, phone conversation and encounter data.
- Record preventive care patient measures such as childhood immunizations, flu shots for seniors, mammograms, cervical cancer screening and fecal occult blood screening in P-PROMPT program.

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### 3. Telephone Advice

- Triage patient phone calls that require a level of medical expertise beyond the Medical Secretary's scope. Determines the urgency of the patient request. If uncertain, checks with physician.
- Handles patient advice calls, discusses test results, answers patient's questions, provides instruction and patient education regarding health promotion and illness prevention.
- Uses good judgment when giving advice to patients.

### 4. Supplies

- Keep examination rooms adequately stocked with required supplies.
- Orders supplies on a regular and timely basis from approved vendors.
- Checks all medical samples and disposes of them in the proper manner if outdated.
- Responsible for the disposal of hazardous materials.
- Sterilizes all instruments for minor surgery.

### 5. Miscellaneous

- Assists in training and development of new staff.
- As part of a team, communicates any ideas or concerns and participates in problem solving when necessary.
- Communicates to next shift, any outstanding issues that should be addressed.
- Promptly refresh examination room after patient vomiting and/or incontinence.
- Assist co-workers when work is complete, time allowing and as directed by Clinic Manager
- Each nurse is required to "ready" and "close" the pod of rooms they are assigned to. Open doors, prepare rooms, set up workstations. Distribute day sheets. Clear rooms, turn off computers and diagnostic sets and clean all equipment.
- Perform daily tasks in an efficient and professional manner.

### Interpersonal Skills:

1. Organization ability to prioritize a wide range of job activities with accuracy and speed.
2. Communication skills, which reflect the ability to work well in a team environment while maintaining respect and attentiveness to doctors, clients and fellow workers.

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3. Flexibility to accept changes in areas of responsibility.
4. Confidentiality to keep confidential all information regarding patients, physicians, staff salaries and staff meetings.
5. Professionalism displayed through mannerisms, attire and response to stressful situations. Maturity to identify errors and ensure correction of such, promptly and effectively.
6. Interpersonal skills to listen effectively and to train and help develop new employees.
7. Problem solving skills to identify and effectively solve problems and to help staff members solve problems.
8. Time management ability to effectively set priorities and complete tasks.

### Qualifications:

1. Education – High school graduation. Bachelor of Science of Nursing Degree or Registered Nursing Diploma. Specialized training in spirometry preferred.
2. Experience – Two or three years practical experience in a physician's office or hospital environment is required. Basic understanding of computers helpful. Experience working in a group medical practice a definite asset.
3. Equipment knowledge – Doppler, minor surgical equipment, scales, oxygen machine, autoscope, autoclave, ambu-bag, ear syringing, photocopier, fax machine and multiple line telephone system.

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## JOB DESCRIPTION

Job Title: Health Care Assistant

Position Summary: To prepare patients and exam rooms for visits with Nurse Practitioner.

Major Responsibilities:

1. Exam Room Preparation
  - Ensure examination rooms are clean and tidy at all times.
  - Set up examination rooms with any equipment or supplies necessary for next patient.
  - Disinfect any surfaces that have been in contact with body fluids.
  - Handle all specimens as infectious.
  - Check specified examination rooms and restock with medical supplies and requisitions as needed.
  - Monitor level of requisitions, referral forms, pre-natal packages and inform appropriate staff person when levels are low
  
2. Patient Preparation
  - Escort patient to exam room, check demographics and smoking status.
  - Confirm reason for visit and take a brief history to ensure proper preparation.
  - Check weight and vision as required for visit and record in chart.
  - Assist Nurse Practitioner with certain procedures as requested.
  
3. Miscellaneous
  - Assist Nurse Practitioner in obtaining test results.
  - Triage incoming phone messages for Nurse Practitioner
  - Maintain medical supply cupboards and order necessary supplies on a regular and timely basis from approved vendors.
  - Sterilizes all instruments for minor surgery.
  - Assist co-workers when work is complete and time allows or as directed by Clinic Manager
  - Assist with training and development of new staff.
  - Promptly refresh examination room after patient vomiting and or/incontinence.
  - Assist Nurse Practitioner to “ready” and “close the pod of rooms they are assigned to. Open doors, prepare rooms, set up workstations. Distribute day sheets. Clear rooms, turn off computers and diagnostic sets and clean all equipment.
  - Perform daily tasks in an efficient and professional manner.

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### Interpersonal Skills:

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7. Problem solving skills to identify and effectively solve problems and to help staff members solve problems.
8. Time management ability to effectively set priorities and complete tasks.

### Qualifications:

1. Education – High school graduation. Graduation from a Medical Office Assistant Program preferred. Continuing education classes in computer operations a definite asset.
2. Experience – At least one year practical experience in a physician's office or hospital environment required. Basic understanding of computer helpful. Experience working in a group medical practice a definite asset.
3. Equipment knowledge – Doppler, minor surgical equipment, scales, oxygen machine, autoscope, autoclave, ambu-bag, ear syringing, photocopier, fax machine and multiple line telephone system.

# ROSEDALE MEDICAL GROUP

## JOB DESCRIPTION

Job Title: Medical Secretary for Cardiologist

Position Summary: To cover any needs of the Cardiologist's practice. Take phone lines for booking and scheduling, pull charts, file reports, book referral appointments and complete billings in a timely manner. Triage incoming mail from the Cardiologist and complete dictating in a timely manner.

### Major Responsibilities:

#### 1. Cardiology Office

- Schedule manual appointments for patients according to cardiologist guidelines.
- Notify patients of any changes to scheduled appointments. Phone messages to patients in a timely manner.
- Efficiently book same day, walk-in or acute appointments. Liase directly with the Cardiologist for direction on this process.
- Co-ordinate patient requests for information on test results or prescriptions directly with the Cardiologist.
- Answer all incoming lines, cheerfully, promptly and courteously.
- Pull all charts for in-office appointments and appointments at the Hospital clinic.
- File reports directly to the patient record, one the report has been signed off by the Cardiologist.
- Book referral appointments to the Cardiologist's schedule, as requested by other offices in the community.
- Triage and prepare all incoming mail for the Cardiology office.
- Transcribe reports from tapes, review typed reports and attach to patient chart as they return to Clinic. Give charts and letters directly to the Cardiologist for signature. Mail or fax out letters and retain copies for patient chart.
- Data entry all OHIP billing for the Cardiologist.

#### 2. Miscellaneous

- Photocopying and faxing as necessary
- Assist co-workers when work is complete and time allows, particularly the front desk reception on main level.
- Other duties as requested by Clinic Manager.

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### Interpersonal Skills:

1. Organization ability to prioritize a wide range of job activities with accuracy and speed.
2. Communication skills, which reflect the ability to work well in a team environment while maintaining respect and attentiveness to doctors, clients and fellow workers.
3. Flexibility to accept changes in areas of responsibility.
4. Confidentiality to keep confidential all information regarding patients, physicians, staff salaries and staff meetings.
5. Professionalism displayed through mannerisms, attire and response to stressful situations. Maturity to identify errors and ensure correction of such, promptly and effectively.
6. Interpersonal skills to listen effectively and to train and help develop new employees.
7. Problem solving skills to identify and effectively solve problems and to help staff members solve problems.
8. Time management ability to effectively set priorities and complete tasks.

### Qualifications:

Education – High school graduation and Medical Secretarial Diploma. Continuing education classes in computer operations a definite asset.

Experience – At least two years practical experience in a physician's office would be preferred, but is not always necessary. Basic understanding of computers is absolutely essential.

## ROSEDALE MEDICAL GROUP

Job Title: Medical Secretary

Position Summary: To cover any needs of any of the physician's practices. To answer all incoming phone calls, book/reschedule patients, reception duties, retrieve and distribute voice mails, fax all outgoing documents, triage all incoming faxes, process WSIB form billings, open, distribute and date stamp all incoming mail, office mail out, complete demographics on patient enrolment form, create new patient charts, enroll and de-enroll patients, OHIP billings and correction of error claims, co-ordinate physician templates and schedule changes, process all Industrial accounts including bookings and triaging,

Major Responsibilities:

### 1. Scheduling/Booking/Telephone Triage

- Greet incoming patients and advise provider of their arrival by placing chart in the appropriate provider slot and marking in the computer. Check incoming patient demographics and make any necessary changes.
- Collect payments and issue receipts for any forms completed by physician. Ensure a copy of completed form is in patient chart.
- Collect payments and issue receipts for immunizations.
- Print all provider day sheets. Pull charts for any extra's or add-ins.
- Schedule computerized appointments for patients according to physician's guidelines.
- Schedule drug representatives according to physician guidelines.
- Notify patients of any changes to scheduled appointments. Phone messages to patients in a timely manner.
- Efficiently book same day, walk-in or acute appointments.
- Triage patients requesting information on test results to the test results lines.
- Triage patients requesting prescription renewals, repeats or new scripts to the prescription phone line.
- Triage patients requesting clinic information or diagnosis to the applicable RN phone station.
- Answer incoming calls cheerfully, promptly and courteously.
- Ensure complete knowledge of existing software system. Initiate daily system startup and shutdown procedures. Perform routine troubleshooting.

### 2. Miscellaneous

- Open and close the clinic, turning on/off all equipment and locking all applicable doors.
- Retrieve messages from voice mail, prior to pick up of clinic lines and 9:00 a.m. and distribute messages appropriately.

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- Open, distribute and date stamp incoming and hospital mail and faxes.
- Process any outgoing mail for both the courier and regular mail.
- Process outgoing faxes within one hour or receipt.
- Process all incoming patient referral requests to local specialists and consultants, complete the patient referral form, book specialist appointment, record on patient form, advise patient of date and time of appointment, fax/mail completed form to specialist office. File form in patient chart.
- Prepare all incoming WSIB forms for billing. Assign proper accounting code and applicable accounting fee.
- When a patient enrolment form has been signed for rostering, ensure that the roster date and patient demographics are complete before sending to Ministry of Health.
- Process any enrolment forms at physician or clinic manager's request.
- Process any de-enrolment forms at physician or clinic manager's request.
- Process day sheets for OHIP billing.
- Generate weekly OHIP billing reports.
- For new patients, prepare new patient chart.
- Enter any provider appointment template into the computer scheduling system or modify existing template according to physician's guidelines.
- Schedule computerized appointments for clients requesting industrial pre-employment physicals or emergency care. Triage any requests from industrial clients. Prepare information for billing by Clinic Manager.
- Correct and process the monthly claims error reports from OHIP.
- Process any third party cheques received.
- Pull charts, file charts, process charts.
- Triage all physician "out" boxes regularly throughout the day at their desks and charting stations.
- Assist other co-workers when work is complete and time allows.

### Interpersonal Skills:

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7. Problem solving skills to identify and effectively solve problems and to help staff members solve problems.
8. Time management ability to effectively set priorities and complete tasks.

### Qualifications:

Education – High school graduation and Medical Secretarial Diploma. Continuing education classes in computer operations a definite asset.

Experience – At least two years practical experience in a physician's office would be preferred, but is not always necessary. Basic understanding of computers is absolutely essential.

## **ROSEDALE MEDICAL GROUP**

Job Title: File Clerk – Student Position

Position Summary: To file loose papers for all physicians. File inactive and deceased patient records in archive storage space.

Major Responsibilities:

1. Filing

- File all completed charts and loose papers in a timely manner.
- File loose papers.
- File inactive and deceased patient records in archive storage area.
- Maintain all patient charts by ensuring they are in good repair and neat order.

2. Miscellaneous

- Photocopying and faxing as necessary
- Assist co-workers when work is complete and time allows, particularly the front desk reception on main level.
- Other duties as requested by Clinic Manager.

Interpersonal Skills:

1. Organization ability to prioritize a wide range of job activities with accuracy and speed.
2. Communication skills, which reflect the ability to work well in a team environment while maintaining respect and attentiveness to doctors, clients and fellow workers.
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6. Interpersonal skills to listen effectively and to train and help develop new employees.
7. Problem solving skills to identify and effectively solve problems and to help staff members solve problems.
8. Time management ability to effectively set priorities and complete tasks.

Qualifications:

Education – High school student.

Experience – Not necessary. Basic understanding of computers is absolutely essential.

## ROSEDALE MEDICAL GROUP

Job Title: Chiropractic Assistant

Position Summary: To cover any needs of any of the chiropractors. To answer all incoming phone calls, book/reschedule patients, reception duties, retrieve and distribute voice mails, fax all outgoing documents, triage all incoming faxes, process WSIB form billings, open, distribute and date stamp all incoming mail, office mail out, complete demographics on patient enrolment form, create new patient charts, enroll and de-enroll patients, OHIP billings and correction of error claims, co-ordinate physician templates and schedule changes.

Major Responsibilities:

1. Chiropractor Office

- Maintain a clean and organized environment
- Field all phone queries from reception in a kind and courteous manner and subsequently interrupt the Dr. if deemed necessary otherwise either handle the query or document a message (with return #, and what it is regarding) in the log book – no patient information is given out on the phone without the patient's consent
- Bring patient to the appropriate treatment room with their file and return patient to reception with file (leave out file if notes are not completed by Dr.)
- Greet patient and address any concerns they have regarding insurance, health or general comfort
- Inform the Dr. of any problems the patient has expressed
- Schedule appointments for patients which aren't typically done by reception – if a patient postpones an appointment a reason is needed for the postpone (ie. has to work, is sick, etc.)
- Address any insurance inquiries and tasks required by patients
- Complete any necessary insurance forms to the best of your ability with final completion by the Dr.
- Prepare and send OHIP billing diskette on 15<sup>th</sup> and 30<sup>th</sup> of each month
- Consolidate OHIP remittance and address any rejections or inquiries on a monthly basis
- Prepare WSIB billing the end of each month
- Post WSIB remittance when received
- Accept and post patient payments after each treatment noting payment method in PMP of cash, cheque, VISA or Mastercard
- Print out receipt or statement upon patient request from PMP
- Type reports or letters when required
- Maintain the appropriate inventory of supplies for the office (face paper, ultrasound gel, intake forms, orthotic impression kits and order forms, insurance and WSIB forms, etc.)

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- Send reports and lab work out of office to appropriate location
- File charts daily – be sure that notes and finances of each file is in order before filing
- Have next day patient charts pulled and ready for the next day
- Reminder calls to poor attendance patients day before appointment
- Receive and send out fax messages when required by Dr.
- Assist the Dr. in daily work-related activities as directed

### Start of day Duties:

- Check schedule and address any time or room conflicts
- Call patients in the call back list (ie. orthotics are in, need re-eval, etc.)
- Be sure rooms are ready for treatment with available forms and equipment in place

### End of day Duties

- Balance cash / cheques / VISA / Mastercard at the end of each day
- Print out daily summary at the end of each day and check that all OHIP posted is verified against the day sheet

### New patient

- Be sure initial forms are completed: Initial form – verify health card # and date of birth is correct. Question patient regarding general pre-existing conditions and document. Verify that consent form is completed or inform the Dr. if the patient has questions regarding it before the patient wishes it to be signed
- Complete file folder label with patient name, patient # and date of birth, note on outside of file the patients family Dr. and Chiropractic OHIP diagnostic code
- Make sure that the patient information is correctly inputted in the PMP program
- Make sure to review the fee schedule with the patient and how insurance works – we do not direct bill
- MVA Claim: need accident date, release of info to insurance signed, extended health benefits, MVA insurance and adjudicator
- WSIB Claim: assist patient in completion of form WSIB 8C – need accident date, employer information and Claim #, if a LB case fill out pain scale and low back questionnaire

### Interpersonal Skills:

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7. Problem solving skills to identify and effectively solve problems and to help staff members solve problems.
8. Time management ability to effectively set priorities and complete tasks.

### Qualifications:

Education – High school graduation and Medical Secretarial Diploma. Continuing education classes in computer operations a definite asset.

Experience – At least two years practical experience in a physician or chiropractor's office would be preferred, but is not always necessary. Basic understanding of computers is absolutely essential.