

## **Medical Administrative Assistant**

Akamihk Health Care Services is looking for a Medical Administrative Assistant to join our team. An outgoing person to organize day to day operations by performing administrative tasks and ensuring high quality customer service for our patients. You will be the first person the patients will interact with, assisting them with scheduling appointments, updating patient history, and working with insurance. To be successful as a medical administrative assistant you must be able to keep a patient's information confidential and exercise patience while working with potentially difficult individuals. You must possess great attention to details and be able to prioritize tasks efficiently.

If you can combine exceptional communications skills with an ability to perform behind-the-scenes tasks, we would like to meet you. Ultimately, you should be able to ensure our medical facilities' smooth operation by accurately completing administrative tasks in a timely manner.

### **Responsibilities:**

- Greet patients upon arrival.
- Answer phone calls, respond to emails.
- Schedule and coordinate appointments
- Collect patients' personal information, record it in the computer system.
- Assist patients with initial paperwork.
- Answer patients' queries and ensure quality customer service.
- Update and maintain patients' health records.
- Use medical software to support all transactions.
- Collaborate with doctors and nurses to help with medical examinations, schedule tests and order supplies.
- Ensure compliance with procedures.
- Validate payment methods and medical insurance coverage.
- Keep up to date with changes in medical and insurance legislation.
- Willing to work at different locations.

### **Requirements and Skills:**

- Proven work experience as an administrative assistant
- Hands on experience with medical software
- Hands on TELUS EMR system, Netcare, Medimap
- Billing knowledge
- Knowledge of healthcare operations
- Familiarity with medical and insurance legislation
- Excellent organizational and multitasking skills
- Customer oriented communication skills
- Excellent computer literacy
- Proficiency with Microsoft Office
- Excellent interpersonal skills
- Minimum Education – High School Diploma
- Prior experience in an administrative role would be advantageous.
- Certification in medical administration is an asset.
- Reliable transportation

The position is open for one week.

Please send your complete resume to [milton@mfnmanagement.ca](mailto:milton@mfnmanagement.ca)

We thank all applicants, however only those selected for an interview will be contacted.