

Hurvitz Brain Sciences Program, Yuval and Lori Barzakay Brain Health Clinic

Patient Administrative Associate

The Garry Hurvitz Brain Sciences Centre ("GHBSC") is a first of its kind in Canada, unifying the treatments for brain illness in a state of the art collaborative space. The Yuval and Lori Barzakay Brain Health Clinic, located within the GHBSC, is looking for a dynamic, self-motivated, dedicated individual to join our team as Patient Administrative Associates to support multiple clinical teams and associated activities.

Summary of Duties:

- Provides support to multiple medical and clinical teams to ensure the smooth flow of outpatient clinics by co-ordination of patient flow and patient activities.
- Completes referral intake and follows up with referral sources and/or others to obtain missing patient information within the defined timelines.
- Schedules patients for a variety of medical appointments, procedures and diagnostic tests for the interdisciplinary team, notifying patient of cancelled clinics and providing alternative appointments.
- Receives and registers a high volume of patients in a fast paced multi-clinic area spanning two floors.
- Obtains primary patient demographics, OHN or third party billing information from patients as required.
- Responds to enquiries, telephone calls, and voicemail messages in a timely manner.
- Follows up to expedite request for verbal or stat result requests.
- Filing/sorting/faxing of reports as required.
- Completes data entry in relevant information systems as required.
- Maintains accurate patient records.
- Other duties as required.

Qualifications/Skills:

- Requires successful completion of a one (1) year Medical Secretarial program/diploma at the community college level and medical terminology course
- Minimum of two (2) years related practical experience or the equivalent combination of education and experience
- Prior experience as a Medical Secretary in a fast paced outpatient clinic setting with patients with a neurological disease preferred.
- Working knowledge of Organisational Information Systems such as Accuro, SunnyCare, QuadraMed are required
- Experience in booking necessary diagnostic tests/procedures
- Typing 40 net w.p.m. with maximum 5% error rate for data entry
- Demonstrated understanding of general medical and diagnostic imaging terminology an asset
- Demonstrated effective organizational and time management skills
- Demonstrated critical thinking and problem solving skills
- Demonstrated excellent interpersonal, verbal and written communication skills
- Strong organizational skills in order to meet deadlines
- Ability to work efficiently, independently and collaboratively in a fast paced, flexible team environment
- Ability to adapt to change and implement plans and processes to meet the evolving needs of the patients and clinic
- Demonstrated satisfactory performance and attendance required