



Port Moody Health is a centre of advanced integrative medicine and cancer care serving British Columbians and patients from abroad with our world-class healthcare. We are dedicated to offering our patients the most innovative approaches available and providing an exceptional patient experience.

Position Type: Permanent, Full Time

Compensation: Wage commensurate with experience and skill set. Excellent extended health benefits package after 3 months, Group savings benefits after 12 months.

Reports to: Medical Director

Location: Port Moody, B.C.

Summary:

As an Administrative Assistant and Care Coordinator, your role will be responsible for running the reception area of the clinic as well as attending to the needs of our physicians. You will ensure that each patient at Port Moody Health is provided excellent patient care and a positive experience from when they enter the clinic to when they leave.

Responsibilities:

- Answers patient enquiries by phone, email and in person in a respectful and helpful manner;
- Schedules patient consultations and treatments;
- Invoicing, billing, collecting payment
- Receiving and responding to emails
- Assist in explaining lab tests to patients and ensure they are completed correctly;
- Prepares and maintains EMR, ensuring that records are accurate and kept up to date;
- Maintains strict confidentiality with all patient records;
- Has a thorough understanding of all physicians' services;
- Ensures physicians' room are properly stocked, tidy and clean;
- Support nursing staff as needed;
- Assists with maintaining inventory stock, which also includes patient brochures and information sheets when required;
- Ensures a neat and organized workspace;
- Understand and adheres to clinic policies;
- Performs all other related clinical, administrative or other tasks as assigned.

Qualifications:

- Medical Office Assistant certification/diploma or an undergraduate degree
- Minimum of two (2) year of administrative experience in working in a busy medical/naturopathic/integrative clinic
- Customer service experience
- Knowledge of MS Office and EMR systems (preferably MedAccess)
- Knowledge of QuickBooks



- Knowledge of naturopathic treatments would be an asset;
- Strong verbal and written communicator; proficient in English;
- Must be able to work Saturdays and evenings

Personal Attributes:

- Must be extremely detail-oriented and well-organized with excellent time management skills
- Have a passion for naturopathic medicine and high-level healthcare
- Comfortable working with patients dealing with cancer and those with complex chronic disease
- Be compassionate, genuinely kind and caring, yet assertive when required
- Can handle a fast-paced and ever-changing environment; proficient and focused when multitasking
- Strong team player and able to work independently
- Ability to prioritize work
- Positive working attitude; willing to learn.

Please email your resume and professional references to careers@portmoodyhealth.com