LANGARA COLLEGE

Position Description

A. Information:

Position Title:	Medical Office Assistant/First Aid Attendant
Position #:	HLTH98
Category:	Medical Office Assistant/First Aid Attendant
Derived From:	HLTH98
Instruction/Support Area:	Student Support Services
Division/Department:	Health Services
Reports to:	Director, Health Services
Positions Supervised:	None, may be required to show others how to perform tasks and duties
Affiliation:	CUPE, Local 15 – VMECW
Pay Grade:	20
Date Prepared:	March 1, 2004 (updated January 2009)

B. Position Summary:

Reporting to the Director, Health Services, the Medical Office Assistant/First Aid Attendant provides medical office reception, administration, management and assistance to Langara Student Health Services clinical staff and students with the aid of computerized software applications and standard medical office techniques. The position provides occupational first aid to faculty, staff, students and the general public.

C. Duties & Responsibilities:

1. Performs various clerical administrative duties according to established procedures while maintaining client confidentiality at all times (65%):

- Answers telephones and in-person inquiries, re-directs to appropriate personnel as necessary.
- Screens and assists patients to ensure correct and appropriate information is either acquired or provided.
- Records patient appointments for health care professionals such as physician(s), psychologist(s), psychiatrist(s) and community health nurse(s).
- Schedules appointments, procedures and diagnostic tests with medical specialists, x-rays, laboratory or hospital appointments as required. Assists with notification of patients for follow up of test results.
- Enters, retrieves and maintains medical information in patient's electronic medical records, scans and links documents.
- Obtains medical records from other providers and enters charges for billing purposes.
- Processes departmental mail to ensure efficient and effective flow of information.
- Operates a variety of office machines.
- Keeps inventory of clinic supplies, orders and obtains supplies as needed and maintains an accurate record of orders.
- Assesses serious medical symptoms that need prompt medical attention
- Sells and maintains accurate records of the sales of clinic pharmacy products.

- Makes regular deposits to accounting from monies taken in from the sales of clinic pharmacy products.

2. As directed, assists the physician or nurse with clinical procedures according to established guidelines and protocols (10%):

- Cleans and/or sterilizes medical instruments, equipment, and medical areas.
- Monitors and cleans assigned patient examination rooms.
- Maintains and prepares equipment for use.
- Prepares specimens for transport.
- May prepare patients prior to examination.
- Cleans and tidies the first aid room to ensure compliance with WCB regulations; requisitions first aid supplies for the treatment room as required.

3. As a member of the Health Care Team provides clerical support to assist with coordination of programs designed to promote health awareness within the student population (5%):

- Maintains, organizes, and provides current reference materials/brochures on general health information to patients and family members.

4. Provides routine tests and preliminary patient care according to established guidelines and procedures (5%):

- Provides preliminary routine patient care such as application of sling(s), tensor bandage(s), and bandages minor injuries; applies medications such as drops, creams, ointments, powders and tablets according to physician's or nurse's orders.
- Performs and records confidential routine tests such as pregnancy and urine dipsticks; checks vision; takes and records patient's weight and height as required.

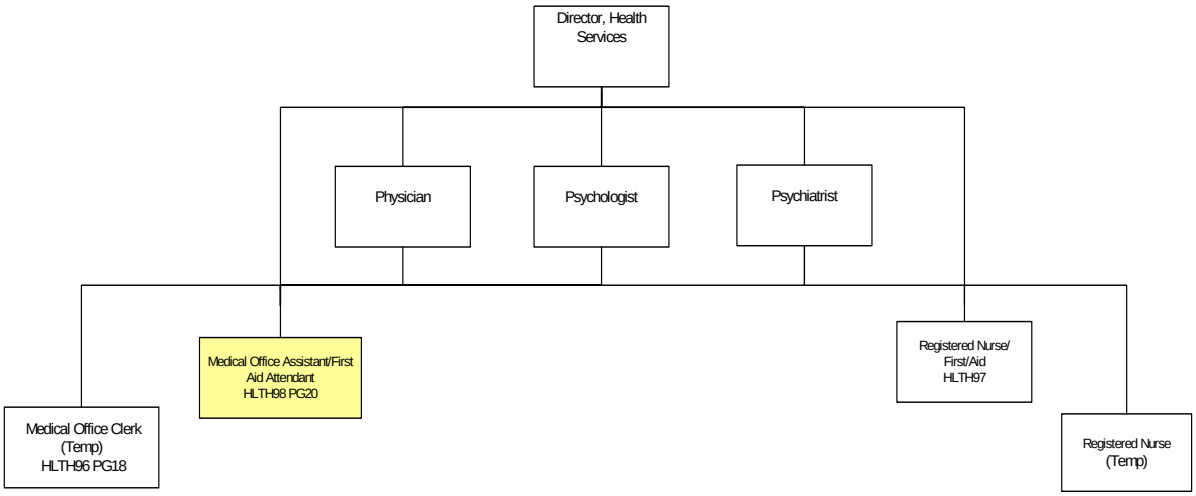
5. Provides occupational first aid to persons such as faculty, staff, students and the general public presenting with symptoms of injury/illness and provides preliminary routine test(s)/treatment(s) and refers to health care professional(s) if necessary (5%).

6. Processes and maintains WCB-related documents, reports and records (5%):

- Processes related confidential accident and illness forms such as Form 7 and Form 7A by completing, recording and forwarding documentation in accordance with the Worker's Compensation Board (WCB).
- Maintains related confidential records such as accident (WCB), Insurance, Occupational Health & Safety and Student Health Services department records.
- Records accident information such as location and number of accidents for statistical purposes and word processing corresponding memos, letters and reports.

7. Performs other related duties and projects as required (5%).

D. Organization Chart:



E. Qualifications Required:

Education & Experience

- Grade12 graduation plus up to one year of Medical Office Assistant training.
- 1 year of recent related experience working in a medical clinic or office.
- An equivalent combination of education and experience may be considered.
- Experience using a medical office computerized system such as Teleplan or Wolf.
- Valid Occupational First Aid Certificate Level 2.

Skills & Abilities

- Demonstrated level of proficiency in English (verbal and written skills) and the ability to communicate tactfully (both orally and in writing) with others.
- Ability to meet and effectively deal with and provide information, assistance and related services to students, faculty, staff, and the general public in a pleasant and helpful manner.
- Ability to enter data accurately and pay attention to detail.
- Ability to problem-solve and take initiative to resolve problems.
- Ability to effectively organize and prioritize workload.
- Demonstrated ability to maintain confidentiality regarding patient medical information and records.
- Ability to remain calm during periods of stressful high volume and to meet deadlines as required.
- Ability to work independently and harmoniously as a member of a team.
- Ability to operate various related equipment such as computers, printers, scanners, photocopiers and fax machines.
- Keyboarding skills at 40 wpm.
- Demonstrated physical ability to perform the first aid duties of the position.

Hours & Days of Work

- Monday through Friday, 8:30 am to 4:00 p.m. with a 45 minute meal break.

F. Supervisor's Approval:

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: _____ Date:_____
(Supervisor/Administrator of position)

G. Human Resources Approval:

Signature: _____ Date:_____
(Human Resources Analyst)

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