

Patient Care Assistant

About Footbridge Centre for Integrated Orthopaedic Care

Footbridge is a brand new, multi-disciplinary orthopaedic clinic - home to several specialist physicians, physiotherapists, imaging and orthotics/bracing specialists. Our mission is to provide a compassionate and efficient patient-experience starting from the initial consultation through to follow-up and related care. We are looking for a friendly and organized Patient Care Coordinator to join the Footbridge team.

Visit: www.footbridgeclinic.com for more information.

Footbridge Patient Care Assistants ensure that our patients feel welcomed in our Centre. This position requires a cheerful, polite individual who is always eager to help and thrives on a busy work environment.

Responsibilities

- Welcomes and greets all patients and visitors, in person or over the phone,
- Looks for opportunities to provide exemplary patient care and exceed patient's expectations,
- Answers and routes incoming telephone calls in a polite and cheerful manner,
- Registers new patients and updates existing patient demographics by collecting detailed patient information,
- Schedules patient appointments,
- Collects private payments and issues receipts to patients,
- Facilitates patient flow by notifying Patient Care Coordinators of patients' arrival, being aware of delays, and communicating with patients and clinical staff,
- Keeps the reception area clean and organized,
- Performs basic accounting tasks, and generates administrative reports,
- Supports the Patient Care Coordinators in other administrative duties and tasks where needed.

Skills

- Above-average telephone etiquette and the ability to talk to patients in an understanding and caring manner.
- Phenomenal multi-tasker,
- Outstanding organizational and customer service skills,
- Excellent English communication skills: grammar as well as spoken English,
- A team player capable of interacting professionally with staff and physicians,
- Skilled using Microsoft Office,
- Experience generating accounting reports is considered an asset,
- Minimum education: high school diploma.
- Experience using an Electronic Medical Records system is an asset.

This is a full-time position and requires an individual who can work flexible hours if necessary.