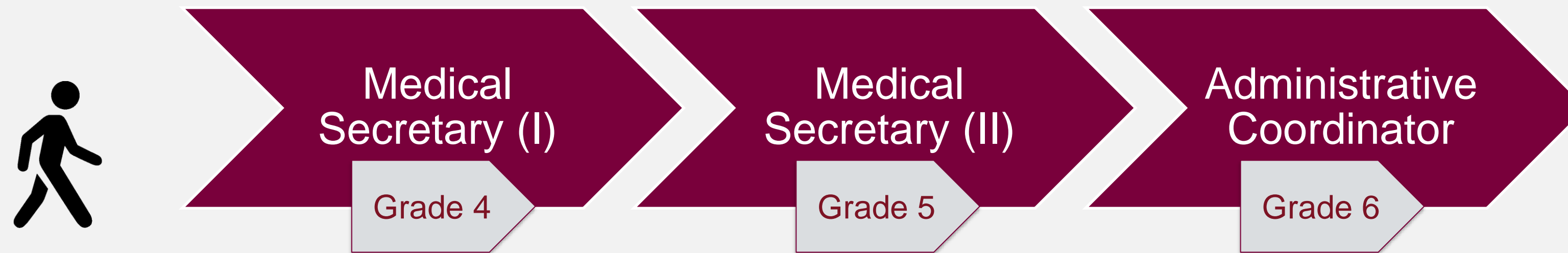


MEDICAL SECRETARY

Job Family Progression:

This document is meant to support Hiring Managers in identifying and outlining key differences in job duties, responsibilities and requirements as the jobs progress in the job family to easily identify and select the appropriate JD for their area.



Medical Secretary Progression

Medical Secretary I [JD0551]

JE Results

- Grade 4

Education and Experience

- 2 year Community College diploma in Medical Office Administration.
- 2 years relevant experience.

Scope of Job

- Responsible for performing a variety of secretarial and administrative duties within a clinical or medical practice setting.

Core Job Duties

- Schedule patient medical appointments and procedures.
- Coordinate calendars, arrange meetings, book rooms and make travel arrangements.
- Resolve scheduling and calendar issues, complaints, and conflicts.
- Use a dictaphone to transcribe a variety of documents and reports including minutes, patient files, medical reports, and manuscripts.
- Write a variety of formal notes and records such as meeting minutes.
- Monitor budgets and reconcile accounts. Complete financial forms including travel expense reports, electronic cheque requisitions, purchase orders and journal entries.
- Process and reconcile clinical and third-party service billings.
- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Interact with patients and their family members who may be experiencing emotional or difficult situations.
- Ensure patients understand all instructions given to them for tests and medical procedures.
- Gather and compile information required for a variety of grant submissions and reports.
- Facilitate the collection of signatures required on grant applications and agreements.
- Conduct database, literature and web searches to locate and retrieve documents and articles.
- Prepare and book exam rooms ensure all materials are stocked, stored, and organized accordingly.
- Set up and maintain filing systems, both electronic and hard copy.
- Update and maintain information in a variety of databases.
- Update and maintain confidential files and records. Handle sensitive material in accordance with established policies and procedures.
- File, retrieve, and purge files.
- Monitor and order office supplies.
- Attend a variety of meetings.
- Assemble, collate, and disseminate mailings.
- Open and distribute incoming mail and faxes and arrange courier shipments.
- Remain current with relevant medical terminology.

Supervision

- No formal supervision of others is required.

Medical Secretary II [JD0009]

JE Results

- Grade 5

Education and Experience

- 2 year Community College diploma in Medical Office Administration.
- 3 years relevant experience.

Scope of Job

- Responsible for establishing priorities for office operations and performing a variety of secretarial and administrative duties within a clinical or medical practice setting.

Core Job Duties*

- Prepare, coordinate, and monitor physician on-call schedules, procedure schedules, clinics, and medical staff rounds.
- Write a variety of documents such as correspondence and reports.

Supervision

- Ensure adherence to quality standards and procedures for short-term staff and volunteers.

Administrative Coordinator (Medical) [JD0683]

JE Results

- Grade 6

Education and Experience

- 2 year Community College diploma in Medical Office Administration.
- 4 years relevant experience.

Scope of Job

- Responsible for providing administrative support to an academic physician in a leadership position within a clinical, academic, and medical research environment which involves performing a full range of administrative duties and that requires a thorough understanding of University and hospital organization, functions, policies and procedures.

Core Job Duties*

- Oversee established operational and administrative processes within the unit.
- Participate in the development and implementation of projects, work methods and procedures. Recommend procedural changes to improve unit efficiency, including recommendations on staff requirements.
- Follow up on and ensure appropriate implementation of decisions made by supervisor a variety of contracts with outside agencies for conferences, furniture, supplies, and equipment repairs.
- Plan, coordinate, and deliver orientation sessions and training sessions to residents.
- Plan and coordinate interview schedules involving individuals internal and external to the department.
- Gather, compile, and prepare information including, but not limited to, patient information, billing codes, and patient diagnosis for health insurance submissions.
- Handle petty cash including the tracking and monitoring of related expenses and reimbursements.
- Compile and submit quarterly and monthly on-call and service payments for multiple physicians.
- Format, edit, and proofread a variety of documents and materials.
- Use a dictaphone to transcribe minutes and patient notes requiring knowledge of relevant medical terminology.
- Greet visitors, answer or redirect general inquires in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Liaise with numerous University departments, students, external stakeholders and visitors.
- Search databases for patient diagnostic reports for physician and patient chart information.
- Organize conferences and events by ensuring that appropriate venues are booked, catering is provided, and notices and invitations are forwarded to participants.
- Update and maintain information on websites.

Supervision

- Provide lead hand supervision and is responsible for the quality and quantity of work of others.

*Core job duties identified are in addition to the core job duties of the preceding roles/ levels.