

Department of Family & Community Medicine

Clerical/Administrative Support

St. Michael's Hospital
Academic Family Health Team
Youth Advisory Council



ST. MICHAEL'S
UNITY HEALTH TORONTO

ROLE

This position performs general clerical duties to support the Family Health Team and is responsible for a range of administrative functions, including:

- Scheduling patient appointments and operating multi-line telephones
- Coordinating patient referrals and managing incoming reports
- Faxing/scanning documents
- Greeting and receiving visitors and responding to inquiries
- Utilizing computer equipment and various software packages
- Contributing to quality improvement initiatives and research activities



CLERICAL ASSISTANT

The Clerical Assistant will prioritize the most important tasks while working under pressure in the clinic. They liaise with hospital departments and external partners to exchange and handle confidential patient records with discretion and tact. Clerical staff members work during clinic operating hours, including evenings and weekends. Due to the size of our Family Health Team, clerical duties are assigned on a rotational basis at each site to allow staff to familiarize themselves with different work streams and be able to work to full scope.



CLERICAL COORDINATOR

The Clerical Coordinator ensures that the day-to-day routine tasks at each clinic are run efficiently. They use their ability to stay organized and communicate well with others to work with health care providers, learners, and clerical staff. They are involved in planning and administering the clinic calendar, programs, schedules, and meetings. They also keep an updated record of patient files in order to process information on requisitions and ensure that it is accurate. They manage administrative inventory and address any issues in the clinic as they come about. Their thorough level of experience in using office equipment helps the clinic run smoothly.

Specific Clerical Assignments

- Registration/Front Desk
- Billing Specialist Team
- Phone Line Support
- EMR Specialist
- Consultation Office
- Release of Information Specialist
- Scanning Team
- QI Decision Support Specialist
- Back End Administrative