



Administrative Assistant, Medical Affairs - 1 position	Posting #: 53934
Medical Affairs	Posting Date: October 04, 2024
St. Joseph's Hospital - London, ON	Submission Deadline: October 10, 2024
Full Time	Bradley Dudley, Human Resources
Non-Union	Salary Range: \$30.82 - \$36.26 /hour

An excellent opportunity exists for a dynamic and collaborative Medical Administrative Assistant within the Department of Medicine, Division of Clinical Immunology and Allergy. The successful candidate will provide comprehensive administrative support to the division, including physicians, fellows, residents, and patients. The position will be divided into three core responsibilities with rough time commitment, outlined below:

- Assist in the organization of division-related events including but not limited to coordinating rounds and journal clubs, secure educational grants and help to coordinate program specific conferences.
- Schedule, organize and provide meeting minutes in divisional meetings and ensure that all relevant documentation is prepared and distributed in a timely matter. These meetings include Competence Committee (CC), Resident Programming Committee, Journal Clubs and Division Rounds.
- Serve as the liaison between the division and internal/external stakeholders, ensuring clear communication with administrative teams, other departments, external healthcare providers and patients
- Help coordinate teaching/rotation schedules for medical fellows, residents, and elective students. Provide administrative support for resident selection (CaRMS) and program accreditation.
- Manage and oversee medical billing, including ensuring accurate submission and reconciliation of OHIP claims using IBIS billing software as well as any non-OHIP claims.
- Book and manage patient appointments efficiently.
- Respond promptly to patient messages via phone, email, or patient portals.
- Accurately maintain and organize patient records, ensuring compliance with all privacy regulations.
- Prepare and submit medical correspondences including but not limited to prescriptions, referral letters, special drug enrolments (ex: biologics)
- Manage physician calendars by scheduling appointments, meetings, and travel arrangements.
- Handle primary office accounting tasks, such as invoice generation and processing for clinic-related services.
- Maintain accurate records of expenses and incoming payments for each physician.

Essential Qualifications

- Graduate of a recognized Medical Office Administration Diploma or equivalent experience.
- Strong knowledge of medical terminology and safety culture in healthcare settings (OHSA compliance).
- Intermediate level proficiency with Microsoft Word, Excel, PowerPoint, M365, Outlook, and Google Calendar.
- Proven ability to multi-task and prioritize in a fast-paced environment.
- Superior communication and interpersonal skills with a focus on customer service.
- Detail-oriented with strong accuracy in administrative and billing tasks.
- Ability to work independently and as part of a team.
- Excellent typing ability with a minimum of 50 WPM.

Preferred Qualifications

- Experience with Cerner/PowerChart clinic scheduling systems.
- Familiarity with IBIS OHIP billing software.

- Prior experience supporting physicians directly in a medical office.
- Bilingual proficiency is an asset.

Teaching and Research

- St. Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St. Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide documentation you have received two doses of the Covid-19 vaccine (primary series, boosters and/or XBB) OR one dose of XBB vaccine at least 14 days prior to the start date.
- Provide vaccination records or proof of immunity against measles, mumps, rubella and varicella (chicken pox)
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*