



Job posting: Humber River Family Health Team
Permanent Part-time: Booking Coordinator
Hours: 15 hours per week (and the occasional Saturday 9-3pm)
Please Quote Competition: Booking Coordinator in the Subject Heading.

About the Organization:

The Humber River Family Health Team (HRFHT) is a non-profit organization providing interdisciplinary, patient-centered primary care with the goal of optimizing individual and family health within the community.

We provide primary health care, including chronic disease management and health promotion and disease prevention, to a rostered population of patients in the northwest sub region of the greater Toronto area. The HRFHT utilizes an interdisciplinary team of health care professionals who work in a collaborative model of care.

We strive to provide high-quality care that is patient-centered, respectful, inclusive and collaborative.

The Humber River Family Health Team is committed to fairness and equity in our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our community.

About the Position:

The Referral Coordinator role is integral in the care of the patients of the HRFHT. The candidate will assist the FHT in achieving its vision and mission and support patient care and health care providers. Under general supervision, the medical referral coordinator is responsible for receiving and processing all incoming referrals, faxes and booking all clinical appointment for the Family Health Team Health Care Providers.

Some of the major responsibilities comprise the following:

- Warmly greet and register patients (where appropriate) and welcome community members to the HRFHT.
- Answer a multi-line telephone system and transfer incoming calls are required.
- Manage booking/referral processes for the FHT using Oscar Pro EMR and or OCEAN booking platform.



Family Health Team

- Scanning, emailing and/or faxing request as required.
- Obtain all pertinent results to accompany referrals by following with referring doctors for missing information
- Notifying the patient of the appointment and all necessary details date, time, address, phone #) in a timely manner (within 2 days)
- Educating and informing the patient with any preparation instructions required for their clinical appointment
- Documenting the status and progress in the patients EMR chart (and using the Ticker system to record and track outcome of patient interaction)
- Perform other duties as assigned in the interest of efficient operations of the FHT (ie. calling patients to remind them of their appointments, providing administrative support, cancelling and scheduling appointments, etc
- Assist the front desk
- During periods of absence, assist with reception coverage as needed
- Ability to work at multiple clinic locations (as requested).

What you can expect from us:

- Respect, appreciation, and encouragement throughout your employment with the FHT.
- A diverse and inclusive environment where individual differences are celebrated, and you're encouraged to be your best self and work to you full potential.
- A collaborative and transformative environment where we work together to succeed as a team.
- Learning opportunities to help you grow so that you can be creative, innovative, and passionate about your work.

What we need from you:

- Completion of a Medical Secretary Course (medical terminology) is a strong asset.
- Proficiency in computer applications: Windows, Microsoft Office programs (especially Word and Excel, is a strong asset.
- Strong organizational, problem-solving, and written skills.
- Excellent interpersonal and oral/written communication skills
- Ability to maintain privacy and confidentiality.
- Ability to work independently and with a team.
- Ability to prioritize, manage time effectively and be flexible in a very active work environment.

Remuneration: The hourly rate is \$21 per hour + vacation pay.

How to Apply:

- We apologize, but only candidates invited for an interview will be contacted.
- Please forward your resume to hire@hrfht.com



Please note, the deadline to submit your application is August 23, 2024.

We remain committed to creating workplaces that reflect the communities in which we operate. We are actively seeking applicants from all religions and ethnicities, LGBTQ2s+, Black, Indigenous, racialized people, and persons with disabilities and encourage people from all backgrounds to apply.

Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the Bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.