

Receptionist

Competition #: 2017-23

The partnership of EFW Radiology owns and operates twelve community-based clinics providing Diagnostic Imaging, Maternal Fetal Medicine, and Pain Management services. Since its inception, EFW has been actively involved in teaching at graduate and post-graduate levels at the University of Calgary and SAIT. EFW physicians are also involved in a variety of research areas at the University of Calgary. EFW Radiology is a growing organization which performs more than 600,000 imaging studies, interventional procedures, second opinions and consultations annually.

We are currently accepting applications for **temporary (one year) part-time receptionist (0.5 FTE)**.

The incumbent reports to the Reception Manager and is responsible for completing the patient registration process in an efficient and effective manner providing an exceptional patient experience to all patients entering an EFW site.

Responsibilities:

- Welcomes patients and visitors to EFW clinic locations in a compassionate and caring manner; stays on top of the patient waiting room dynamics ensuring that patients are kept aware of wait times and other pertinent information. Responds to questions and concerns and seeks to maintain a professional clinical atmosphere in the waiting room;
- Adheres to all privacy and confidentiality policies and procedures as they relate to EFW, our patients and our employees, ensuring that all personal and health information is collected, used, disclosed and safeguarded appropriately.
- Completes the patient registration process including but not limited to:
 - Maintains patient accounts by recording, and updating personal information;
 - Updates patient records in the RIS system;
 - Obtains revenue by recording and updating financial information; record and collect patient charges where required; file, collect, and expedite third-party claims;
- Responds in person or over the phone to patient inquiries or questions to ensure that all communication is professional and respectful;
- Schedules follow-up appointments as required;
- Manages the workflow of the front end process, ensure that technical staff is informed of patient arrivals, other scheduling and service delivery components;
- Retrieves patient records;
- Maintains clinic equipment and supplies as necessary, checks stock to determine inventory level; anticipate needed supplies; informs Head Receptionist of orders for supplies; verifies receipt of supplies;
- Adheres to all privacy policies and procedures as they relate to EFW, our patients and our employees;
- Demonstrates EFW values of Compassion, Trust, and Meaning in the workplace;

- Undertakes other related duties as assigned.

Qualifications:

- Completion of a Medical Office Assistant Diploma Program;
- Previous experience in a healthcare environment is an asset;
- The ability to provide compassionate patient care, including the ability to manage difficult patients and resolve or escalate issues appropriately;
- Excellent communication skills including the ability to listen and demonstrate compassion to patients;
- Motivated self-starter with the ability to work independently as well as with a team;
- Strong organizational and prioritization skills with the ability to multi-task;
- Able to maintain a high level of accuracy working with detailed information in a busy reception environment;
- The ability to exercise good judgment under a variety of circumstances
- Strong time management skills;
- Attention to detail and the ability to complete tasks accurately in an open waiting room environment;
- Strong computer skills with demonstrated ability to learn numerous computer programs quickly and efficiently.

EFW strives to deliver healthcare with compassion, earn the trust of referring physicians, and provide careers with meaning.

If you are interested in the above position, have the required qualifications, are dedicated to quality patient care, and want to be a member of a team of dynamic health care professionals, please forward your application in confidence by **Thursday October 19, 2017** to efwresume@efwrad.com

www.efwrad.com

We thank all applicants however, only those selected for further consideration will be contacted.