

### **Central Booking Clerk**

#### **Competition #: 2018-19**


The partnership of EFW Radiology owns and operates thirteen 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 a **6 month temporary, full-time Central Booking Clerk**. Reporting to the Booking Supervisor, the Booking Clerk handles appointment requests on the phone, and works in collaboration with other modality staff to ensure exceptional patient care is provided at all times.

#### **Responsibilities:**

- Performs various booking functions, ensuring that physician requirements and patient needs are met in an efficient manner;
- Completes data entry for patient's demographics and appointment information according to the Modality's procedures;
- Listens effectively to the patients' needs, demonstrates problem-solving abilities and provides exceptional patient care at all times;
- Ensures that all telephone calls are answered promptly, consistently exercising utmost diplomacy and tact, to ensure exceptional service to both patients and physicians;
- Manages large numbers of inbound calls;
- Adheres to all privacy and confidentiality 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:**

- Medical Office Assistant diploma including completion of a recognized medical terminology course is a requirement;
  - Previous call center experience, along with booking radiology and diagnostic imaging appointments would be an asset;
  - Excellent listening, verbal and written communication skills along with the ability to give clear instructions and ask probing questions in a caring manner;
  - Logical, analytical and critical thinking required;
  - Customer focused and adaptability to different personality types;
- 

- Ability to work in a fast paced environment along with proven resilience in difficult situations;
- Ability to learn new 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 to [efwresume@efwrad.com](mailto:efwresume@efwrad.com) This posting will remain open until filled.

**[www.efwrad.com](http://www.efwrad.com)**

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