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Administration	Section H

## Office Assistant – Job Description

### Purpose

Valley Surgery Centre is committed to ensure that all employees are appropriately trained and have the required education to fulfill the duties of their position.

### Policy

Individuals who work in City Centre Surgery will meet the qualifications and standards to work in a private healthcare facility.

### Scope

Office Assistant

### Procedure

#### A. Qualifications:

- Graduate of a Medical Office Assistant program, or equivalent experience.
- Previous experience as an office manager preferred
- Excellent computer skills
- CPR certification preferred

#### B. Description:

- Provides a positive first impression on front line with customers
- Implements established policies and procedures using a high level of administrative knowledge
- Assists the Medical Director and Clinic Manager as required
- Reports to the Clinic Manager and Medical Director
- Coordinates office functions of City Centre Surgery including office supply ordering, office equipment maintenance.
- Receives visitors, customers, patients and their family members.



- Ensures patients are present as scheduled.
- Receives and directs calls and inquiries appropriately
- Screens correspondence, requests and prepares routine replies
- Prepares patient charts for upcoming surgeries.
- Maintains clinic records including patient charts
- Organize and complete operative slates
- Order lenses for Cataract patients
- Pull cataract lenses for surgical days
- Work with suppliers and companies providing services to the clinic
- Complete procedure registries
- Scans physical charts into Accuro and ensure chart is complete and accurate before shredding physical chart
- Ensures necessary items (Garments and implants) are in the facility prior to the surgical date
- Returns unused implants as required
- Restock garments used for surgical procedures
- Send specimens to the lab
- Document in specimen book when results have been received and file results in Accuro with patient chart
- Complete follow up phone calls monthly for cataract patients, reporting any infection issues/hospital visits to the clinic manager
- Participates in weekly meetings to plan for upcoming surgical schedule
- Admit patients into the clinic
  - Checking Care card, confirming birth date and spelling of name.
  - Ask patients when they last had anything to eat or drink,
  - Take the patients height and weight and calculate the BMI.
  - Reconfirm any allergies and attach the patients name band and any allergy band.
  - Escort patient into the change room and instruct what they are to change into.
  - Explain the use of the call bell and placing belongings in bag.
  - Have patient sign the discharge information sheet, giving them a copy and place signed copy on the chart.
  - Confirm contact number for patients' ride.
  - Place the patient's chart on the counter in PACU and notify the nurse that the patient is ready to be checked in.
- Annual performance reviews maintained in individual employee files.