

TEESWATER CLINIC RECEPTIONIST JOB DESCRIPTION

DESCRIPTION

The Teeswater Clinic is currently recruiting for a Clinic Receptionist who will work in collaboration with a family physician and RPN. The Receptionist will provide customer service to patients of the Teeswater Clinic. Interaction will extend to interdisciplinary health professionals within a Family Health Team environment. Professional, positive and confidential interaction with patients and clinic staff is essential. Clinic days are Monday, Tuesday and Thursday.

RESPONSIBILITIES

- Greet and register patients in a prompt, courteous professional manner
- Schedule patient appointments and procedures
- Address patient inquiries or refer to appropriate staff
- Triage patient calls for physician and nurse
- Maintain and administer patient records and roster data
- Verify Ontario Health Card information for patients
- Manage and track patient referrals
- Input and update all procedure appointments in Clinic/Hospital electronic software
- Process incoming/outgoing office communication; mail, faxes, prescriptions, referrals, reports and various legal and insurance documents
- Support physician and nurse in job-related duties as assigned
- Monitor and order office supplies

SKILLS AND ATTRIBUTES

- Maintain exceptional confidentiality of the patients and staff of the Teeswater Clinic
- Exhibit, promote and support a high level of attention to detail as it relates to the needs and care of our patients
- Strong communication and interpersonal skills as demonstrated through interactions with colleagues and patients
- Absolute integrity and use of good judgment with all affairs of the Teeswater Clinic
- Ability to communicate and interact with patients showing compassion, sensitivity and support
- Efficient and accurate data entry skills
- Computer proficiency, organization and time management skills along with the ability to multi-task
- Reliable and punctual. Occasional need for a flexible schedule
- Work effectively in a small team as well as independently with minimal supervision
- Two or more years experience in a healthcare administrative setting is an asset
- Knowledge of Clinic Electronic Medical Record software “Accuro” is beneficial
- Knowledge of Hospital Electronic Medical software “Cerner” is beneficial
- Valid and up to date criminal record check

Pay Range: \$22.00-\$24.50 per hour, commensurate with experience

Please apply to: info@lwafht.ca

Posting Deadline – January 12, 2026