*Disclaimer:*

*This document is provided as an example only and is intended as a starting point for physicians to engage in discussions with their clinic partners and professional advisors (including legal and financial experts) to develop hiring resources specific to physicians’ individual needs and preferences.*

*These examples do not constitute the provision of professional advice. Doctors of BC does not provide legal or financial advice to members and is not liable in any way for use of its general informational resources. Members are encouraged to obtain professional legal and/or financial advice whenever changing their business model, including through the establishment of new positions and the process of hiring staff. Professional legal and financial advisors can support you in knowing and complying with the range of applicable laws, policies, guidelines and regulatory requirements governing your practice and your rights and responsibilities as an employer.*

**Medical Office Assistant (MOA) Job Description**

|  |  |
| --- | --- |
| Job Title  | Medical Office Assistant |
| Reporting to  | [Insert reporting Clinic Owner/Medical Director/Office Manager name/title] |
| Family practice  | [Insert practice name] |
| Location | [Insert practice location] |

**Job Summary:**

A Medical Office Assistant works directly with \_\_\_\_\_\_\_\_\_\_\_\_\_ and additional members of a health care team. Medical Office Assistant is responsible for providing \_\_\_\_\_\_\_\_ services.

 *[Physicians encouraged to add or remove duties and responsibilities, additional qualifications & skills and abilities that apply directly to their clinic needs]*

**Duties and Responsibilities:**

* Coordinates patient care through the clinic – greeting, checking in, escorting to exam rooms, and preparing exam or treatment rooms for the next patient.
* Answers enquiries by phone and in person in a helpful, respectful and efficient manner.
* Maintains appointment schedule and manages recalls. Schedule, confirm, and manage patient appointments.
* Maintains accurate and confidential electronic medical records, including the patient chart.
* Ensures exam rooms are stocked appropriately and ensures that they are ready for the next patient.
* Ensures patient confidentiality.
* Prepare and submit correspondence, forms, and reports as required.
* Cleans and sterilizes materials and instruments.
* Performs patient prep procedures and documents findings on the patient record. Perform and record vital signs (blood pressure, temperature, pulse, weight, etc.)
* Performs billing procedures for multiple payers (MSP, ICBC, WCB, etc) and applies and collects non-insured fees where applicable.
* Orders and receives kitchen, office and medical supplies.
* Performs all other related clinical, administrative tasks or special tasks as required.

**Qualifications:**

* Have successfully completed Medical Office Assistant diploma/certificate
* Preferably [Years of experience required] of recent related experience, knowledge of available programs and services including their interrelationships, and their function in delivering care in the community, or an equivalent combination of education, training, and experience.
* [add additional certifications]

**Skills and Abilities:**

* Works well in a team environment.
* Strong written and verbal communication skills.
	+ Proficiency with a computer including using the internet, the electronic medical record and MS Office software.
	+ Efficiency, accuracy, problem solving, and strong critical thinking skills.
	+ Strong organizational skills with the ability to prioritize multiple tasks in a busy medical setting.
	+ Professionalism and empathy when dealing with sensitive or confidential matters.
	+ Prepare patients and set up exam rooms for complete physicals.
	+ Prepare child patients for the well child exams.
	+ Accurately measure patient height and weights (including infants).
	+ Operate the autoclave.
	+ Perform and record result for various lab tests done at the clinic, such as urinalysis, pregnancy, urine drug screening, and blood glucose.
	+ Basic Cardiac Life Support certificate.

**Contact Information:**

**Please contact\_\_\_\_\_\_\_\_\_\_\_\_ for more information or questions regarding this job description.**

**Please submit resume and cover letter to \_\_\_\_\_\_\_\_\_\_\_\_\_**

