

9600 Islington Ave, Unit A13, Woodbridge, ON, L4H 2T1

Tel: 905-893-8085 **Fax:** 905-893-8218

POSITION TITLE: Clinical Aid (Part-time & Full Time)

REPORTING TO: Clinical Lead/ Executive Director

CURRENT VERSION: January 2018

POSITION SUMMARY:

The Clinical Aid position is a vital component to our team as they ensure efficiency and are responsible for well-organized patient flow. The Clinical Aid escorts and prepares patients for all visits. The Clinical aid position is responsible for providing a professional and positive impact when dealing with patients and performs a variety of tasks such as taking vitals, weighing and recording patient weights, cleaning instruments, stocking treatment areas, escorting patients in and out of exam rooms, and performing miscellaneous clerical duties such as ordering supplies and printing off electronic patient materials from a computer.

RESPONSIBILITIES:

- Assists with helping physicians with examinations
- Directs and escorts patients to examination rooms, prepares rooms and patients for morning physicals, and tidy rooms after patient encounters
- Relays patient concerns and information to appropriate member of the health care team
- Cleans and stocks examining rooms and other designated areas with necessary supplies
- Responsible for maintaining medical supplies
- Cleans, sterilizes and maintains instruments and equipment as directed
- Performs general service duties including preparing requisitions and samples to send to lab, reports, inventory control, confirm patient appointments, reception relief including; scheduling of appointments appropriately retrieving, opening and distributing mail, photocopying documents, and receiving, sorting and sending facsimiles, scans radiologic and consultant reports into the patient's Electronic Medical Record (EMR).
- Measures blood pressure, temperature, pulse and patient weight and height
- Responsible for housekeeping duties as required (eg: Launder patient gowns/sheets, ensure patient washrooms are clean & stocked, clean kitchen)
- Ensuring good working order of medical equipment and knowledge of use
- Participate in continuing medical education events
- Other duties as required

QUALIFICATIONS:

- High School Diploma or two years of equivalent working experience
- Previous Practice Solutions EMR software experience an asset
- Positive attitude, pleasant and professional manner in person and over the phone
- Excellent problem-solving skills and demonstrated ability to work both independently and as a team member to achieve desired results
- Excellence in customer service and exceptional interpersonal skills
- Ability to maintain client and centre confidentiality
- Exceptional organizational, time management and prioritization skills
- Ability to work well under pressure and handle difficult situations in a calm manner

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- Ability to produce high quality in accordance with centre standards
- Must be able to handle work volume fluctuations; proactive and flexible

In order to meet the needs of WMC and its patients, WMC reserves the right to change an employee's duties, responsibilities and reporting relationships as needed, provided that any new duties and responsibilities will remain suitable for the employee's current skill level and title/position.

Approval Summary
Date Reviewed: January 2018
Date Created: August 2011
<p><u>Employee confirmation of acceptance of the job description</u></p> <p>I have read, understand and accept the new/revised job description for my position.</p> <p>Employee Name: _____</p> <p>Employee Signature: _____</p> <p>Date: _____</p>