



JOB OPPORTUNITY MEDICAL SECRETARY, Bilingual Casual

Date Posted: February 22, 2024	Expiry Date: Until filled
Job Number: CUPE-05-2024	Department: Administration
Position: Medical Secretary (Bilingual)	Status: Casual – multiple shifts available
Current Salary: \$22.90 – \$26.40 per hour	Union: C.U.P.E.

The Ottawa fertility Centre is a state-of-the-art modern fertility treatment center that provides comprehensive diagnostic and treatment services to its patients. The Ottawa fertility Centre is accredited by Accreditation Canada and pursues standards of excellence in all areas of its operations. We are an equal opportunity employer and encourage staff growth and development.

The Medical Secretary supports the day-to-day operational activities and information management requirements of the Ottawa Fertility Centre Physicians. The Medical Secretary provides administrative support to the Physician, scheduling, and billing of patients according to Physician instruction, and phone support in response to a high volume of patient enquiries. The Medical Secretary presents a professional image to the public at all times as they are interacting with patients on a daily basis.

Responsibilities and Duties

- Receives patients in a courteous and professional manner
- Ensures that all subsequent bookings and test are scheduled according to the Physician's instructions
- Collecting any relevant fees related to the appointment when the patient has no OHIP, or process medical billing
- Respond to a high volume of patient enquiries over the phone ensuring that their needs are addressed in a timely manner and that patient are informed of upcoming tests and appointments
- Provide administrative support to the Physicians
- Ensuring proper and thorough identification of patients prior to taking any action and protecting confidentiality of patients and their health information

Qualifications and Experience

- Completion of two (2) year post-secondary diploma in Medical Office Administration with minimum of 2 years' experience in a clinic, hospital, or medical environment
- Previous recent experience may be considered substitute for formal education

Knowledge, Skills, and Abilities

- Knowledge of Medical Terminology
- Strong working knowledge of MS Office applications (Word, Excel, PowerPoint, and Outlook)
- Ability to work with a team and independently.
- Ability to multitask and meet multiple deadlines.
- Keen attention to detail to provide accuracy and address errors in a professional manner.
- Strong interpersonal and communication skills
- Highly organized and efficient
- Ability to work in a fast faced environment
- Oral, written and reading comprehension in French and English is required.

At the Ottawa Fertility Centre, Diversity and inclusion play a vital role in ensuring health equity for patients across Canada. We are committed to reflecting Canada's population in our organization and fostering an environment where all employees can be their authentic selves, with equal opportunities to succeed and contribute. We are committed to accessible and equitable employment practices. If you require an accommodation to participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs. All requests for accommodation will be considered in a fair and objective manner, ensuring that all applicants are treated with respect and dignity



Please submit your letter of application and up-to-date resume to Human Resources quoting the job number before the expiry date and send to dnielson@conceive.ca. We thank all applicants for their expressed interest; however, only applicants selected for an interview will be contacted.

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