



1240 Railway Avenue, Suite 212
Canmore, Alberta T1W 1P4
Tel: (403) 609-8333
Fax: (403) 609-3666

REFERRALS COORDINATOR

Location: Ridgeview Medical Centre, Canmore AB

Employee Class: 0.8 FTE; day shifts.

Rate of Pay: \$18/hr, increasing following successful probation.

Job Summary:

Ridgeview Medical Centre is seeking an experienced Referrals Coordinator. This individual will provide exceptional customer service in coordinating outgoing clinic referrals, providing administrative support to physicians and management, and in playing a key role in the organization and flow of clinic operations. Attention to detail and the ability to focus in busy situations are paramount to success in this position.

Duties include:

- Ensure that referrals are addressed and processed in a timely manner;
- Ensure patients are made aware of their scheduled specialist appointments;
- Provide education as needed to staff and physicians regarding consultant availability, referral processes and criteria;
- Maintain ongoing tracking and appropriate documentation on referrals;
- Ensure complete and accurate demographic and clinical information on all outgoing referrals;
- Update patients on status of referrals, including details and expectations;
- Assist patients with issues related to accessing resources in the healthcare system and community, financial or social barriers.
- Act as referrals system navigator and point of contact for patients and families;
- Identify and utilize cultural and community resources.
- Establish and maintain relationships with identified service providers.
- Provide back-up support for MOA staff with appointment bookings, scanning documents into the Electronic Medical Records (EMR), and collecting payments using the EMR;
- Provide back-up support for MOA staff in answering and processing calls, greeting patients, assisting in completing health history forms, and showing patients to consultation rooms;
- Providing clerical and administrative support to physicians and management;
- Other related duties as required.

Required Qualifications:

- High school diploma or equivalent, with a related post-secondary certificate or diploma (Medical Terminology, Health Information Office Assistant, or similar);
- Minimum of three (3) years medical clinic / healthcare related experience;
- Nursing or Primary Health Care background an advantage;
- Experience working within an EMR (Telus Wolf preferred);
- Demonstrated proficiency in the use of computers, including MS Office;
- Demonstrated organizational, time management, and communication skills;
- Demonstrated ability to deliver exceptional customer service.

The successful candidate will be required to provide a current clear Criminal Record Check, including vulnerable sector search.

Please submit your resume and cover letter via email to:

Debra Kapitzke, Clinic Manager
dkapitzke@ridgeviewclinic.ca