



## Job Description – Medical Receptionist/Secretarial

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### Title

Medical Receptionist/Secretary

### Reports To

Front Desk Team Leader  
Office Manager

### Summary

The Medical Receptionist is a representative of Corcare and Corcare Nuclear. The function of this position is to enhance the patient experience. The Receptionist must be able to provide accurate patient information and book appropriate appointments based on availability. EMR experience and a medical background is essential.

### Job Duties

- Accurate booking procedures- ability to work in an EMR environment
- Completion of confirmations
- Fax and referral folders done regularly
- Calls answered/returned – good phone etiquette
- Doctor referrals completed and followed up
- Team player/ team builder
- Effective use of doctor schedules
- Accurate records and time management skills
- Assist in paperwork for insurance and MTO requests
- Strong understanding of office procedures and testing procedures
- Liaison to all Corcare doctors – great communication with assigned physicians
- Trouble shooting/ reporting concerns and issues related to the office
- Ability to work all locations and some occasional Saturdays based on physician calendars
- Confirmation at check in that all relevant patient information is correct
- Voicemails, info and refer to folders are followed up on a daily basis
- Knowledge of fax machines, printers, computer programs
- Other duties as required



## Requirements

The Receptionist/Secretarial role will require some medical education or relevant experience. The role requires a team player with great communication skills. There will be some traveling required to cover different Corcare locations. Some Saturdays may be required based on physician scheduling requirements.

## Working Conditions

This position will require sitting, standing, minimal lifting. There is large phone volume and continual patient interaction. Some travel is required. On occasion there may be a need to work Saturdays or some hours outside of a regular scheduled day.