

WE'RE HIRING

Care Coordinator

Helping Clients be Successful on their Path to Optimal Health and Wellness

Medical Office Assistants – referred to as Care Coordinators at Harrison – build long lasting relationships with our clients. We provide outstanding service and improve our clients' day whenever they walk into our office, send an email, or pick up the phone. We work to create a seamless, supportive, and positive experience in the Centres. We are a collaborative team who tackle the tasks and challenges together each day.

WHAT YOU'LL DO:

As the first point of contact for appointment booking, questions and feedback, we lead with compassion and look for client-centric solutions.

- An integral part of the client's care team; communicate information, updates, and provide general support to the client
- Schedule client appointments including general visits and health assessments and communicate appointment details
- Organize care team schedules, to ensure a smooth and efficient experience
- Build relationships with clients, personalizing their care and communication
- Respond promptly to client communications including emails, phone calls, and in-person inquiries. Triage urgent requests and communicating with the highest level of professionalism and compassion
- Perform a variety of administrative tasks such as coordinating prescriptions, processing referrals to specialists, and reviewing e-faxes
- Work in partnership with the Family Physician and clinical team to ensure the client feels informed, supported, and cared for

For more information on this opportunity and to apply, contact us

QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Medical Office Assistant program from an accredited school or equivalent education
- Excellent interpersonal, written and oral communication skills
- Proven talent to effectively prioritize workflow and multi-task
- Experience using an electronic medical record (EMR) system and/or Microsoft 365 considered an asset
- At least one year's experience working as a Medical Office Assistant in primary healthcare or equivalent

MEMBERS OF THE HARRISON TEAM ALWAYS:

- Seek out ways to demonstrate our core values of compassion, innovation and excellence
- Display enthusiasm for delivering personalized care
- Navigate and adapt to clinical challenges
- Foster a forward-thinking approach to healthcare and help drive innovation in the organization
- Lean in to learning and willing to use a variety of technologies

