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HEALTH RECEPTIONIST/ PATIENT TRAVEL

Department: Health

Location: Daycare Centre

Wage: \$18 hour

Hours: Full-time, temporary

Benefits: medical / dental,
pension plan, vacation days, sick
days

Job Summary

The Health Receptionist / Patient Travel is responsible for providing excellent customer service and performing all administrative duties proficiently, according to policy, while assisting patients and maintaining the upmost confidentiality; ensuring a positive patient and family experience.

Responsibilities

- Answering multi-phone lines, answer routine inquiries, screen calls, transfer calls and accurately take messages
- Greet visitors, processing inquiries and directing to appropriate staff
- Receives all visiting health services clients and business representatives and directing them to the appropriate personnel
- Distribute incoming mail
- Review member information and determine eligibility to qualify for the First Nations Health Authority non-insured benefits
- Explain to the members whether they qualify or not for patient travel
- Provide resources regarding the appeal process regarding qualifying or NIHB
- Verify eligible medical appointments and schedules regarding travel
- Supporting medical travel for patients needing to leave the community for medical purposes (per FNHA travel policy)
- Coordinates/facilitate travel needs for clients, including hotel and meal benefits
- Prepare and submit required documentation to ensure the financial costs of the patient are appropriately paid
- Track and maintain records of patient travel with corresponding reports
- Organizing and filing patient information
- Prepare activity reports that meet First Nation Health Authority requirements
- Participate in professional development training as directed by the Health Manager

Qualifications & Skills

- Medical Office Assistant Certificate, or an appropriate combination of education and experience (minimum grade 12)
- Superior computer / keyboarding skills in all office applications
- Excellent telephone etiquette
- Excellent interpersonal and communication skills
- Ability to multi-task
- Time management skills
- Ability to work independently or in a team environment
- Ability to work with little supervision
- Must have tact and diplomacy and perform in a professional manner
- Knowledge of Saik'uz First Nation culture and language
- Successful criminal record check, including vulnerable sector

To apply, submit your resume to the Band Office or via e-mail at resume@saikuz.com. If submitting via email, include the position title in the subject line.

We thank everyone for their interest; however, only those selected for an interview will be contacted.