SUMMARY:
Reporting to the Associate Director, this position supports day-to-day operations of the Vikes Sports Injury and Physiotherapy Clinic and client care workflow. The position has primary functions of client reception, gathering and maintaining client health information, and office clerical duties all to support a multidisciplinary team of 2 full-time Physiotherapists, 1 full-time Athletic Therapist and 1 part-time Sports Medicine Doctor. Key responsibilities include engaging with clients, liaising with UVic Health Services, managing client and clinic health information, booking appointments, preparing and submitting client billing, leading clerical support to practitioners, and ensuring an efficiently run Sports Injury Clinic.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Management of medical files and detailed daily billings

Duties:
- Pulls medical files for practitioners and prepares new charts.
- Scans medical documents into Electronic Medical Record (EMR).
- Electronically registers all incoming patients into medical Databases.
- Follows-up on all rejected and denied claims for all insurers (BC medical, ICBC, PBC, WCB).
- Liaises with MSP, ICBC, Lawyers, and Insurance companies on patient care, billing, and data requests.
- Assists practitioners with delivery of urgent care/priority treatment.
- Prepares appropriate billing forms and invoices for extended medical and private insurance billing (WCB, ICBC, MSP and extended medical plans).
- Processes payments (debit and credit) for non-funded care.
- Books diagnostic procedures and specialist referral appointments liaising with hospitals and community medical institutions and contacting patients to inform them of the appointments.
- Assist with release of medical records, academic concessions and Dr. notes/letters.
- Records Clinic statistical information required for annual reporting.
- Enters physician diagnostic coding and billing information for physician payment.
- Maintains payroll and invoicing for contract physiotherapist by tracking daily hours and rates for submission to the accounting department.
2. **Responsibility**: Front Line Reception

**Duties:**
- Greets clients, obtains relevant demographic and health information, assesses and responds to client requests such as wait times, charges, and medical coverage.
- Responds to a broad range of walk-in, telephone and email health inquires including providing clients with practical up to date information about clinic services, practitioner access and other campus and community services.
- Provides clients with information about extended health benefits and medical plan billing.
- Uses electronic scheduler to make client appointments via telephone, email and walk-in to ensure efficiency of practitioner schedules.
- Ensures workflow efficiency by directing movement of clients to exam rooms, readying exam rooms for next clients including cleaning examination beds and ensuring clean towels and gowns, heat/ice packs, setting up chrotherapy treatments and taking patient height, weight or urine samples for medical appointments.
- Maintains the cleanliness of all therapy areas and ensures exercise equipment is ready for use.

3. **Responsibility**: Daily Banking Routine

**Duties:**
- Manages and reconciles daily payment of appointments (POS machine, cash, cheque, visa and mc).
- Prepares daily bank deposits.
- Reconciles deposits with FAST and banking reports.
- Maintains ledger of incoming revenue and accrual tracking.
- Prepares fiscal year end reports.

4. **Responsibility**: Office Management

**Duties:**
- Orders all office supplies, printing and stationary.
- Orders all specialized clinic medical supplies - electrodes, tape, gel, and other medical supplies and fitness equipment.
- Maintains proper working order of all office and medical equipment including the Ultrasound machine by scheduling yearly calibration.
- Maintains confidential patient filing system according to UVic records management standards.
- As a member of the departmental administration team, ensures consistent service excellence delivery and contributes to administrative processes and planning.

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Professional telephone and interpersonal interactions.
- Proficient in various computer applications to support clinic operations (database, excel, medical specific software).
- A team player who values service excellence.
- Understands and is able to meet confidentiality expectations.
- Able to work without supervision in a busy environment with constant interruptions.
- Experience prioritizing work effectively and efficiently.
- Thrives in a student environment and is culturally sensitive

**Specialized Knowledge/Education:**
- Medical Office Assistant Certificate or education/experience equivalency
- Current registration with MOA Association is preferred
- Current First Aid Certificate

**Experience:**
Minimum of five years of experience working in a clinical setting or health care practitioner office
Prior MOA experience preferred
Experience working in a university setting or with a young adult population

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