



**Carefirst Family Health Team** is a non-profit, primary healthcare clinic that includes a team of family physicians, nurse practitioners, registered nurses, social workers, dieticians, and other professionals who work together to provide community-centred primary health care services and programs to a diverse community in the Greater Toronto Area.

With two clinics located in Scarborough and Richmond Hill, the Family Health Team is committed to meeting the Ontario government's strategy to improve access to comprehensive primary health care for Ontarians. Our team collaboratively strives to improve the health of patients and families by providing culturally sensitive and holistic primary and specialized health care services.

We are currently seeking a **Medical Receptionist** to join our Family Health Team.

**Responsibilities:**

- Provide administrative and clinical support at the front desk to ensure smooth daily operations of the Family Health Team
- Greet and receive patients for various physicians and other healthcare practitioners, coordinate efficient patient flow, and provide professional and caring interaction with patients
- Responsible for booking appointments, scheduling patients, and providing follow-up; answering the phones, photocopying, receiving faxes and medical reports, and then scanning into the Electronic Medical Records (EMR) system
- Collect and process OHIP billing on a weekly basis
- Maintain and manage patient files, charts, and records while safeguarding patient confidentiality

**Requirements:**

- Diploma in Health Care Administration, Medical Office Administration, or related discipline
- At least 2 years' front desk experience, in a healthcare setting preferred
- Exceptional telephone etiquette and customer service skills
- High degree of accuracy and attention to detail
- Knowledge of OHIP billing and coding
- Strong interpersonal skills, as well as being able to accept work from various sources (physicians, nurses, office manager)
- Well organized and ability to multitask in a fast-paced environment
- Proficient computer skills in Microsoft Office, and EMR (Telus Practice Solutions) is an asset
- Available to work flexible hours including some evenings and weekends
- Fluent in English and a second language that reflects the community served, such as Cantonese, Mandarin, is an asset
- A valid vulnerable sector police record check completed within one year

**Please send your cover letter and résumé to:**

Carefirst Seniors & Community Services Association  
300 Silver Star Blvd | Scarborough | ON | M1V 0G2  
Email: [hr@carefirstontario.ca](mailto:hr@carefirstontario.ca)  
Fax: (416) 502-2382

Carefirst is an equal opportunity employer. We are also committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance to arrange a reasonable and appropriate accommodation.

While we thank all candidates for their interest, only those selected for an interview will be contacted.