

Medical Secretary - Clarence-Rockland Family Health Team

Would you like to work in a welcoming, modern primary care clinic just 25 minutes from Ottawa?

The **Clarence-Rockland Family Health Team** is looking for two full-time bilingual (French & English) medical secretaries (37.5h/week) to join our dynamic and supportive interdisciplinary team.

Our spacious, custom-built clinic is filled with natural light, equipped with 30 exam rooms and 2 procedure rooms, and located on the river in the growing community of Clarence-Rockland. We work as one integrated team to provide comprehensive, accessible, and coordinated primary health care to our patients.

KEY RESPONSIBILITIES:

- Greet and assist patients at the reception
- Keep the electronic medical record (EMR) up to date
- Manage invoicing (patients, insurers, Ministry of Health)
- Schedule, confirm, or cancel appointments
- Answer and manage calls, emails, and faxes
- Forward messages to staff, physicians, and patients
- Process incoming/outgoing mail and faxes
- Scan documents into the EMR
- Take patient vitals (height, weight, blood pressure) and prepare exam rooms
- Clean rooms between appointments when required
- Perform and interpret urine tests
- Manage referrals to specialists and communicate with patients
- Update physician schedules in case of absence
- Participate in meetings to improve care quality

SKILLS AND EXPERIENCE REQUIRED:

- Bilingual: excellent oral and written communication skills in French and English
- Strong interpersonal and customer service skills
- Problem-solving ability and flexibility to learn multiple roles
- Organizational skills, judgment, autonomy, and discretion
- Knowledge of Microsoft Office (Word, Excel, Outlook)
- Availability for day, evening, and weekend shifts
- Proof of up-to-date vaccinations (MMR, tetanus, hepatitis B, COVID-19 – 3 doses)

ASSETS:

- Experience with Practice Solution EMR
- Previous experience in healthcare administration
- Knowledge of medical terminology

JOB TYPE:

- Permanent, full-time (37.5 hrs/week)


COMPENSATION & BENEFITS:

- \$22.03 – \$24.60/hour (with premiums as you gain experience and capacity)
- Competitive benefits package
- RRSP & TFSA contributions

HOW TO APPLY:

If you are enthusiastic, energetic, and motivated to join our team, please send your application by September 25, 2025 to:

 hr2@crfht.ca

 Fax: 613-446-5737

**** Only candidates selected for an interview will be contacted. ****