

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 January 9th, 2026 to:

 hr2@crfht.ca


 Fax: 613-446-5737

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

Employment Equity and Accommodation

The **Clarence-Rockland Family Health Team** is committed to employment equity and to providing an inclusive and accessible work environment free of barriers.

We welcome applications from persons with disabilities and are committed to providing **reasonable accommodation** throughout the recruitment, selection, and employment process, in accordance with applicable provincial legislation.

Applicants who require accommodation to participate in the application or interview process are encouraged to contact us at  hr2@crfht.ca

We will work with applicants to meet their needs in a confidential manner.