



Position: **Clinical Administrator**

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Employment type: Temporary, Full-Time, 1.0 FTE (40 weekly hours).  
*\*Temporary position until approximately December 2025*

Location: In-office work is based out of Meadowlark Health and Shopping Centre (156 street and 87 avenue). This position works a Monday to Friday 8:00 – 4:30 Schedule.

Job Posting ID: 101124

Objective: Clinical Administrators are the face of the organization and are often the first and last person that our patients are in contact with. As ambassadors for the EWPCN, the Clinical Administrators have a direct impact on the patient experience by creating a welcoming and respectful environment for everyone they are in contact with.

#### **ABOUT THE EDMONTON WEST PRIMARY CARE NETWORK:**

With a mission to support family physicians in improving primary care through relationships, collaboration and innovation, Primary Care Networks (PCN) are groups of family doctors who work with other health professionals to coordinate the comprehensive delivery of primary care services for their patients. Our team of health professionals includes Nurses, Dietitians, Pharmacists, Behavioral Health Consultants, Social Workers and Exercise Specialists who collaborate to provide comprehensive primary care services for the community.

#### **Qualifications:**

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- Medical/Office Administration or Medical Office Assistant Diploma, medical terminology. A combination of relevant education and experience will be considered in lieu of a diploma.

#### **Previous Experience:**

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- Able to work effectively in a team environment
- Excellent written and oral communication skills
- Able to adjust communication style with various stakeholders (i.e. patients, physicians).
- Detail and accuracy oriented
- Aptitude for problem solving
- Positive attitude and respectful demeanor
- Experience and be proficient in working with Microsoft Office 365
- Experience in Electronic Medical Records (EMR)

#### **In this role, you can expect to:**

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##### **Administrative Duties:**

Providing the best primary care to our community.

- Minor correspondence: answer incoming phone calls, check voicemail and faxes, distribute mail
- Accurate data entry
- Coverage in other administrative areas

**Clinical Support:**

- Acceptance and organization of incoming referrals
- Appropriate and timely booking of new referrals
- Managing patient appointments at the central office
- Direct patient and physician inquiries (i.e. phone calls, e-mails, faxes) to the correct resource
- Assist in coordinating the clinical exam room schedule and prepare/update the schedule

**Patient Interaction:**

- Consistently applying best practices as outlined in the Provincial Registration Standards and Practices Manual when registering a new or existing patient for healthcare services.
- Uphold strict confidentiality regarding patient records and information as per privacy legislation

**Key Deliverables:**

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- Demonstrates a respectful, patient-centered approach and acts as a positive ambassador for the EWPCN
  - Exhibits computer skills appropriate to their work
  - Effectively prioritizes duties and responds to emerging needs with a sense of urgency
  - Brings recommendations for improvement forward
  - Works collaboratively with clinical resource team members and communicates effectively
  - Eager to learn and takes initiative
  - Demonstrates critical thinking and ability to problem solve

**Applications**

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Please send your resume and cover letter to Tess Boehnert, People and Culture Coordinator at [human.resources@ewpcn.com](mailto:human.resources@ewpcn.com). The position will remain open until Wednesday October 23rd, so we invite you to submit your application as soon as possible.

**Thank you for applying to the Edmonton West Primary Care Network!**