

Join a team who cares about excellence

MEDICAL OFFICE ADMINISTRATOR

ACUTE CARE WING MEDICAL/SURGICAL ADMINISTRATION DEPARTMENT

BHB ensures the highest in quality health care through service excellence, education and leadership. We seek qualified, highly motivated, and experienced professionals to work in a supportive but demanding environment.

The Medical Office Administrator provides a professional and complex medical secretarial and administrative service to Physicians and senior members of staff at BHB to ensure that the medical administration of the department operates effectively and efficiently.

Key responsibilities include:

- Maintains business and patient relationships on behalf of the physicians / department, providing a first point of contact service for internal and external clients and patients. Takes the initiative to deal with matters within own personal knowledge, directs to the appropriate department or escalates to a more senior person as required
- Follows up patients tests and results on behalf of the physician
- Initiates contact with patients either by telephone, letter or email on behalf of physicians and other clinical and managerial staff to provide information and gather data about appointments, procedures, case notes and referrals
- Deals with correspondence, including the drafting and sending of letters and emails on behalf of the physicians / department. Identifies urgent or complex items and escalates to a more senior person if necessary. Opens, assesses and circulates hard copy correspondence
- Takes dictation. Transcribes physician notes, ensures that patients notes and case files are complete and available
- Develops and maintains hard copy and electronic filing and document management systems on behalf of the physicians / department to ensure that records and documents are appropriately catalogued, secure and retrievable
- Effectively manages the diary commitments and appointments of physicians and managers planning the most effective use of their time, whilst ensuring an accessible service for patients. Schedules in repeat / follow up appointments and uses independent judgement to prioritise commitments. Makes reminder calls to patients. Escalates diary pressures to the Physicians / Managers as appropriate

Qualifications &/ Registration required:

- Educated to Associate Degree level in a related discipline. Attended vocational courses in secretarial / administrative subjects and relevant specialist one in medical secretarial / administration subjects
- Five years secretarial / administrative experience. Some experience as a Secretary supporting senior executives or experience of medical administration

Schedule: 35 hours per week

Closing date for applications is: 24 March 2022. Pre-employment substance abuse screening is mandatory for all successful candidates.

If you want to make a difference, and if your experience and qualifications match the above criteria,
visit www.bermudahospitals.com, and apply through BHB Jobs NOW.
Select "Work at BHB" and follow the steps.



Bermuda Hospitals Board

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TO PURSUE
EXCELLENCE
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