

Position: Medical Office Assistant

Location: Vancouver, BC

Company: Vancouver Coastal Health

Hours: Part-time (20.63hrs/week)

Pay: \$20.97/hr

Job Description:

As a Medical Office Assistant with Vancouver Coastal Health you will:

- Perform registration and clerical support functions for the Primary Care Clinic which sees patients and families who require high priority care within 24 hours.
- Work in support of the Vancouver Community of Care (CoC) service delivery model, primary care network, and in accordance with VCH policies and procedures.

ABOUT URGENT AND PRIMARY CARE CENTRES

Urgent and Primary Care Centres (UPCC) will provide care for people with unexpected, non-life-threatening conditions who need medical attention within 12-24 hours but who don't require a visit to the emergency department – this includes sprains, cuts and wounds, an infection, mild asthma attack and less serious child illness and injury. The multidisciplinary health care team will be staffed by general practitioners, nurse practitioners, registered nurses and social workers.

UPCCs are intended to be an additional service in the community, working in concert with all touch points for care to provide appropriate urgent services to patients, when and where they need it. They do not replace your Emergency nor your Family Physician access rather enhance access to urgent primary care when your doctor is not available and where you do not need emergency level care.

Qualifications

Education & Experience

- Grade 12, graduation from a Medical Office Assistant program, one (1) year of recent, related clinical medical office support experience, or an equivalent combination of education, training and experience.

Knowledge & Abilities

- Demonstrated knowledge of clinical policies, procedures and objectives.

- Demonstrated knowledge of community resources and agencies.
- Demonstrated knowledge of office procedures.
- Business writing skills.
- Knowledge of medical terminology.
- Demonstrated ability to perform basic medical tests and accurately record results in medical files.
- Demonstrated ability to respond independently and effectively to emergent situation and effectively present health information to individuals.
- Demonstrated ability to keyboard 5,000 keystrokes per hour.
- Demonstrated customer service and communication skills.
- Physical ability to perform the duties of the position.
- Demonstrated ability to work independently and within a team.
- Demonstrated ability to prioritize and organize workload and meet deadlines.
- Demonstrated ability to establish and maintain satisfactory work relationships with clients and staff.
- Demonstrated ability to deal tactfully and effectively with coworkers, clients and staff from other agencies.
- Demonstrated skill in using a variety of office equipment and computer software programs.

The hours of work including days off and work area may be subject to change consistent with operational requirements and the provision of the Collective Agreement and applicable statutes. Successful applicants may be required to complete a Criminal Records Review Check. As per the current Public Health Orders (Long Term Care/Seniors Assisted Living Provincial Health Officer Order and the Health Sector Order), as of October 26, 2021, all employees working for Vancouver Coastal Health must be fully vaccinated for COVID-19. Proof of vaccination status will be required.

About the Company:

VCH is a world class innovator in medical care, research and teaching, delivering service to more than one million BC residents. At VCH, we embrace thinking boldly, taking smart risks, and 'going first' when we believe it will lead to the best possible outcomes for patients and their families. We invite you to join us in creating healthy lives in healthy communities by showcasing our passion for care, connection to the communities we serve and our culture of teamwork that makes VCH a great place to work.

- Comprehensive health benefits package, including MSP, extended health and dental and municipal pension plan
- Grow your career with employer-paid training and leadership development opportunities
- Wellness supports, including counselling, critical incident and innovative wellness services are available to employees and their immediate families
- Award-winning recognition programs to honour staff, medical staff and volunteers
- Access to exclusive discount offers and deals for VCH staff

Diversity, equity, and inclusion are essential to our goals of creating a great place to work and delivering exceptional care. We acknowledge and accommodate unique differences and ensure special measures are in place so that all prospective and current employees are given an opportunity to succeed.

We are committed to building a representative workforce and encourage applications reflecting diversity of sex, sexual orientation, gender identity or expression, racialization or ancestry, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

Vancouver Coastal Health is proud to be recognized as one of Canada's Top 100 Employers in 2023.

Works Cited:

Vancouver Coastal Health. "Medical Office Assistant." *Https://Careers-Vch.icims.com/*, Indeed, 4 Apr. 2023, https://careers-vch.icims.com/jobs/95182/job?utm_source=indeed_integration&iis=Job%2BBoard&iisn=Indeed&indeed-apply-token=73a2d2b2a8d6d5c0a62696875eaebd669103652d3f0c2cd5445d3e66b1592b0f&mobile=false&width=819&height=500&bga=true&needsRedirect=false&jan1offset=-480&jun1offset=-420.

2329 West Mall
Vancouver, BC

April 17, 2023

Vancouver Coastal Health
520 West 6th Avenue
Vancouver, BC
V5Z 4H5

RE: Medical Office Assistant

Dear Hiring Manager,

Please consider my application for the medical office assistant position at Vancouver Coastal Health, as advertised on Indeed on April 3, 2023. I am graduating from the University of British Columbia on May 26, 2023, with a Bachelor of Arts degree in psychology. I will then further my education by going to nursing school. As a student looking to enter medical practice, I am the perfect candidate for this position.

As you can see from my enclosed resume, I currently work as a part-time pharmacy assistant, where I work closely with medications for patients. This experience, combined with my customer service from my earlier experience at Starbucks as a barista, has given me opportunities to strengthen my people skills which is an asset in the medical field.

As an aspiring nursing student, I intend to use my customer service skills and knowledge of medicine to demonstrate my skills in a medical office setting where I will perform the required duties and aid any patients that require assistance.

I am passionate about helping those in need, and my previous skills in pharmacy and customer service will be able to excel in my work. My ability to work in a team will be an asset in assisting physicians in the office as well.

If my background meets your needs and you require any additional information, please phone me at (778) 938-8899 or email me at carmanecchu@gmail.com.

Sincerely,



Carman Chu

Carman Chu

2780 Coleridge Ave Vancouver, BC V5S3A3

Phone: (778) 938-8899

Email: carmanchu@gmail.com

Objective Medical assistant for a medical office, looking to go into nursing.

Education *The University of British Columbia, Vancouver, BC*
Bachelors of Arts Degree in Psychology
May 26, 2023

Employment **PHARMACY ASSISTANT**
Shoppers Drug Mart | Nov 2022 - Present

- Assisted in the dispensing of medications, including counting and labelling prescriptions accurately and efficiently
- Maintained patient records by updating their profiles, verifying insurance coverage and processing claims
- Answered incoming calls and responded to patients' questions and concerns in a professional and timely manner
- Maintained a clean and organized work environment

BARISTA

Starbucks | May 2016 — Nov 2021

- Kept café cleanliness by mopping, sweeping, and wiping down tables
- Prepared and served food and drinks in a fast-paced environment
- Greeted customers and maintained customer needs with a positive attitude
- Performed all duties assigned while opening or closing the store

CASHIER

Triple O's | July 2015 — February 2016

- Operated cash register and assisted purchases with customers
- Processed customer orders accordingly and accurately in an efficient manner
- Maintained a clean and tidy workplace
- Followed restaurant and health code guidelines

Skills**Professional:**

- Customer Service
- Controlling Expenses
- Organization Skills
- Conflict Resolution
- Multitasking

Languages:

- Cantonese
- English

References

Available on request.

2329 West Mall
Vancouver, BC

April 17, 2023

Mr. Derrick Mo
Ex Coworker, Shift Supervisor
Starbucks Canada
2685 E 49th Ave
Vancouver, BC V5S 1J9

Subject: Request for Reference - Carman Chu

Dear Mr. Mo,

I hope you are doing well. It is Carman Chu from Starbucks. I worked with you as a barista under your supervision from May 2016 to Oct 2021.

I am writing to you because I am applying for a Medical Office Assistant position at Vancouver Coastal Health. I was hoping you would appreciate it if you could write a letter of recommendation for this job. I enjoyed my time working with you as a barista.

Some duties that I was tasked with were greeting and interacting with customers whenever they would come into the store. I also prepared drinks and food in a fast-paced environment, all while keeping my workstation clean and organized.

I believe that your recommendation will be vital because you would be able to express my customer service skills from working at Starbucks and my ability to multitask. You were able to experience my organizational and conflict resolution skills first-hand, which would be ideal for you to become my reference.

Thank you for taking the time to read my email, and if you are able to accept my request to be my reference, my email is carmancchu@gmail.com. Please contact me anytime, I look forward to hearing from you.

Sincerely,



Carman Chu

2329 West Mall
Vancouver, BC

April 17, 2023

Ms. Serena Yang
Ex Coworker, Barista
Starbucks Canada
2685 E 49th Ave
Vancouver, BC V5S 1J9

Subject: Request for Reference - Carman Chu

Dear Ms. Yang,

I hope you are doing well. It is Carman Chu from Starbucks. I worked with you as a barista under your supervision from May 2016 to April 2020.

I am writing to you because I am applying for a Medical Office Assistant position at Vancouver Coastal Health. I was hoping you would appreciate it if you could write a letter of recommendation for this job. I enjoyed my time working with you as a barista.

Some duties that I was tasked with were greeting and interacting with customers whenever they would come into the store. I also prepared drinks and food in a fast-paced environment, all while keeping my workstation clean and organized.

I believe that your recommendation will be vital because you would be able to express my customer service skills from working at Starbucks and my ability to multitask. Since we worked together, you could speak on my team-player skills and ability to adapt to any situation.

Thank you for taking the time to read my email, and if you are able to accept my request to be my reference, my email is carmancchu@gmail.com. Please contact me anytime, I look forward to hearing from you.

Sincerely,



Carman Chu

2329 West Mall
Vancouver, BC

April 17, 2023

Ms. Christina Park
Manager, Pharmacist
Shoppers Drug Mart
3215 St Johns St
Port Moody, BC V3H 2E1

Subject: Request for Reference - Carman Chu

Dear Ms. Park,

I hope you are doing well. It is Carman Chu from Shoppers Drug Mart. I work with you as a pharmacy assistant under your supervision from Nov 2022 to the present day.

I am writing to you because I am applying for a Medical Office Assistant position at Vancouver Coastal Health. I was hoping you would appreciate it if you could write a letter of recommendation for this job. I am currently very pleased with working with you as a pharmacy assistant.

Some duties you've given me are attending to customers and interacting with them while handling prescribed medication. I am also required to fill all medical prescriptions and handle controlled substances. My workstation must also stay clean and organized to avoid making mistakes.

I believe your recommendation will be vital because you would be able to express my customer service skills from working at Shoppers Drug Mart and my ability to multitask. You would also be able to speak on my team-player skills and ability to adapt to any situation.

Thank you for taking the time to read my email, and if you are able to accept my request to be my reference, my email is carmanchu@gmail.com. I look forward to hearing from you.

Sincerely,



Carman Chu