

**Job Posting:**

<https://ubc-csm.symplicity.com/students/app/jobs/detail/56082c2135cb205e91df9cbfa7827c7b>

## Medical Office Assistant

Bayswater Family Practice

Paid (Part-time) (29 hrs/wk or less)

Job Type

Paid (Part-time) (29 hrs/wk or less)

Desired Skills

- Interpersonal Skill
- Computers
- Healthcare
- Secretarial Skills
- Communication
- Telephone
- Reception
- Administration

Job Description

Experienced, motivated MOA needed for permanent part-time (25-30 hours per week) position at a 6-doctor family doctor office in Kitsilano on the West side of Vancouver. All regular MOA duties shared among the staff in a team environment. The candidate needs to have strong computer skills as our office uses an electronic medical record system and most office processes are computerized. Strong interpersonal skills and fluency in English are also needed in dealing with the public. The job includes handling busy phone lines, reception, scheduling on computer, clinical activities, referral booking, MSP and private billing, invoicing and collecting payments. Doctors do their own typing and enter their own billing. Secure underground parking or one block from the 99 B line bus stop. Salary commensurate with experience. Shifts are Monday-Friday, daytime. There is some flexibility in start time of shifts.

Contract length: permanent

Application deadline: ASAP

Expected start date: 2022-04-15-30th

Job Types: Part-time

Medical office assistants learn a great deal about primary care and family practice. Some of our office staff had lead primary care improvement projects. A number of our previous MOAs have gone on to study Medicine, Nursing or participate in other health care careers.

Qualifications

Medical office experience extremely helpful. Familiarity with electronic medical records is desirable for this position. Family practice experience is an asset. Excellent computer skills, including experience with electronic medical records and comfort in troubleshooting minor computer problems are necessary. English skills both written and oral.

Hours Per Week

25-30

Job Location

Vancouver, British Columbia Canada

Website

<http://www.bayswatermd.ca>

Additional Documents (**preferred**)

Cover Letter

Experience Level

Current Students in an Undergraduate Program, Current Students in a Masters Program, Current Students in a Phd Program, Graduated with an Undergraduate Degree, Graduated with a Graduate Degree (Masters or Phd)

ID

951124

Salary Type

Hourly

Is this position paid or unpaid?

Paid

Organization Type

For-Profit or Private

**MLA Citation:**

Bayswater Family Practice. "Medical Office Assistant." *CareersOnline UBC*, 2022.

## Cover Letter

220-2200 Wesbrook Mall,  
Vancouver, BC V6T 1C5

April 2, 2022

Bayswater Family Practice  
200-2475 Bayswater Street,  
Vancouver, BC V6K 4N3

Dear hiring manager,  
Re: Medical Office Assistant

Please consider my application for the part-time medical office assistant position at your Bayswater Family Practice, as advertised on Mar 14, 2022 on University of British Columbia Careers Online Website. I am currently a third-year computer science student at University of British Columbia.

I am a hard-working individual who can work independently and effectively under a fast-paced environment. As a computer science student, computers and problem solving are no foreign to me. You will note from the enclosed resume that I have worked in a busy medical office in London Health Sciences Centre, and I am confident to say that I am very familiar with the typical medical office administration tasks, such as filing, reminder calls, sending faxes and mails, booking appointments for new patients in the system etc. My meticulous attention to details and ability to learn fast have been endorsed by many of my previous employers.

I also had experiences working in a physiotherapy/chiropractor/message therapy clinic as a receptionist for one year. I was able to manage two different appointment scheduling/patient record-keeping systems while processing payments and filing tasks. I was able to gain interpersonal skills, good telephone manner and build friendly relationships with staff and patients.

In addition, I had work experiences as a research assistant in various labs. These experiences have taught me effective communications and time management skills. I am confident in my skills and commitment to work hard, and my capacity and willingness to learn quickly. I am passionate about what your company does, and I would love the opportunity to work with your team.

I would be more than happy to discuss this position further with you in person. You can reach me at (647) 622-6689 or by email at duffy.du@hotmail.com. I look forward to hearing from you in the near future.

Sincerely,



Duffy Du

# Duffy Du

220-2200 Wesbrook Mall, Vancouver, BC V6T 1C5 | duffy.du@hotmail.com | (647) 622-6689

---

## OBJECTIVE

With an aim for a higher education and carving the path in the medical field, I would like to work in your family practice to gain experience and exposure in the healthcare setting.

## EDUCATION

### **Bachelor of Computer Sciences**

University of British Columbia, Vancouver, BC

Expected: Dec 2023

### **Bachelor of Medical Sciences (Honors)**

University of Western Ontario, London, ON [GPA: 3.8/4.0]

Sep 2016 – Apr 2020

- Honors Specialization in Physiology and Pharmacology | Graduated with Distinction

## WORK EXPERIENCE

### **Urogynecology Clinical Research Assistant**

*London Health Sciences Centre (Victoria Campus), London, Ontario*

Jul 2018–Apr 2020

- Reviewing urogynecology patients' charts and completing chart summary in a specified format
- Completing questionnaire and chart summary data entry into the MS Access database
- Helping principal investigator with other research tasks such as completing a case report

### **Richmond Hill Medical and Surgical Clinic Receptionist**

*Grand Genesis Health Medical and Surgical Clinic, Richmond Hill, Ontario*

Jun 2018–Aug 2018

- Replying to emails, operating the telephone to manage appointments in the OSCAR EMR system
- Performing medical record maintenance tasks such as scanning, shredding, and uploading pictures and documents into OSCAR system
- Registering patients according to the referrals coming in from fax, and triaging to different departments based on referral request

### **Urogynecology Medical Office Assistant**

*London Health Sciences Centre (Victoria Campus), London, Ontario*

Jul 2017–Apr 2018

- Organizing patient charts/filing, and pulling charts needed for clinic days
- Booking appointments and calling patients for appointment reminders

### **Physiotherapy Clinic Receptionist**

*PhysioMotion Physical Therapy, Richmond Hill, Ontario*

Aug 2015–Aug 2016

- Greet people entering the clinic, determine purpose of visit, direct them to specific destinations
- Operate telephone to answer calls, provide information, take messages, or schedule appointments
- Receive payment by cash or debit/credit machines, submit direct billing for insurance

## LEADERSHIP

### *Awards*

- Dean's Honor List 2016-2020
- The Western Scholarship of Excellence

### *Activities*

- Competitive Dance Team Creative Director
- President of Hip-Hop Western Dance Club

### *Languages*

- Fluent in English and Mandarin Chinese

Reference Request 1:

220-2200 Wesbrook Mall,  
Vancouver, BC V6T 1C5

April 2, 2022

Dr. Greg Thorn  
Biological & Geological Sciences,  
3047-1964 Middlesex Dr.,  
London, ON N6G 2V4

Dear Dr. Thorn,

Good morning, and I hope this email finds you well! I was a work-study student in your lab working on sequencing fungal strains from October 2018 to April 2019.

Last time I updated you was a year ago, and I was still applying for grad school. It may sound surprising, but I am actually changing my career plans. I am currently in the process of applying to a Medical Office Assistant position at a family practice. I am wondering if you would feel comfortable acting as my referee again. I learned a lot about wet lab research while working in your lab as a work study student 2 years ago. Your great reference last time really helped me in getting a summer research position, and I believe you would be able to provide the kind of insight into my skills that would strengthen my application this time as well.

If you're willing to provide a strong letter, I would be more than happy to arrange an online meeting at your convenience if that would be helpful. I will also provide my updated resume and any other material you would like.

Thank you for your time and consideration!

Sincerely,  
Duffy Du

Reference Request 2:

220-2200 Wesbrook Mall,  
Vancouver, BC V6T 1C5

April 2, 2022

Dr. Queena Chou  
London Health Sciences Centre  
Victoria Hospital  
800 Commissioners Rd E,  
London, ON N6A 5W9

Dear Dr. Chou,

Good morning, and I hope this email finds you well! I was a medical office assistant for you from 2018 to 2019.

I am currently in the process of applying to a Medical Office Assistant position at a family practice. I am wondering if you would feel comfortable acting as my referee. I learned a lot about best practices for medical office management. I believe you would be able to provide the kind of insight into my skills that would strengthen my application for this position.

If you're willing to provide a strong letter, I would be more than happy to arrange an online meeting at your convenience if that would be helpful. I will also provide my updated resume and any other material you would like.

Thank you for your time and consideration!

Sincerely,  
Duffy Du

Reference request 3:

220-2200 Wesbrook Mall,  
Vancouver, BC V6T 1C5

April 2, 2022

Saeed Haratian  
Grand Genesis Health  
9080 Yonge St Level 2, unit 12,  
Richmond Hill, ON L4C 0Y7

Dear Mr. Haratian,

Good morning, and I hope this email finds you well! I worked as a medical office receptionist for Grand Genesis Health in 2018.

I am currently in the process of applying to a Medical Office Assistant position at a family practice. I am wondering if you would feel comfortable acting as my referee. I learned a lot about best practices of working with patients and organizing appointments. I believe you would be able to provide the kind of insight into my skills that would strengthen my application for this position.

If you're willing to provide a strong letter, I would be more than happy to arrange an online meeting at your convenience if that would be helpful. I will also provide my updated resume and any other material you would like.

Thank you for your time and consideration!

Sincerely,  
Duffy Du