

## Career Opportunity

### Medical Secretary

#### Role Summary

The Medical Secretary is responsible for performing secretarial, clerical duties and patient services; answering calls, greeting patients and visitors, patients' data registration and documentation as guided by the unit's head nurse. He / She coordinates with other departments to ensure the smooth and proper patient care.

#### Main Duties & Responsibilities

##### I- Patient Services

- Handles phone calls, takes messages and directs calls and messages to appropriate staff in a professional and empathetic manner.
- Assists in receiving and greeting unit visitors courteously, including providing them with relevant information and directing them appropriately.
- Answers and guides patients and families on all concerns and clarifications. Coordinates patient diagnostic appointment with different internal departments within the hospital
- Facilitates patients' services flow by notifying the physician of patients' info when necessary, preparation of patients' files, approvals, etc.
- Coordinates with the admissions office, maintenance, housekeeping, laundry, pharmacy and other departments to secure the unit's needs.
- Communicates effectively with patients, visitors, nurses, physicians and other members of the health care team.
- Arranges, coordinates and helps patients in the admissions, billing, and any inpatient medical care procedures.
- Books follow up appointment for patients at discharge.
- Notifies patients on any update, notification, etc.

##### II- Administrative Duties

- Ensures all appropriate and necessary documentation for admissions, transfers, and discharges are completed in a timely manner.
- Masters the units' electronic files and procedures via the adopted software and implements application updates and upgrades.
- Establishes, organizes and maintains the patient's file
- Orders patients' old files as per head nurse & physicians' request
- Keeps an accurate and up to date patient's log book
- Ensures that all interventions are approved by the third-party payer.
- Informs and updates patient/family about the billing/approval issue during hospital stay.
- Informs physician(s) about new admissions and transfers.
- Keeps accurate and up to date borrow-lend slips and tracks items.
- Leaves and returns patient charts to the Medical Record Department after patient discharge.
- Transcribes recorded dictation and type correspondence, memos, reports, etc.
- Keeps nursing station organized with adequate supply and stationery available to the medical and nursing staff.
- Optimizes patients' satisfaction, physicians' time by confirming patients' diagnostic appointments, surgeries, and medical consultations, etc.
- Protects patient confidentiality by securing health information.
- Completes documents, reports and memos to internal or external contacts.
- Creates and maintains departmental filing system in an effective and efficient manner and ensures smooth retrieval of information.
- Maintains the cleanliness and organization of the reception area.

- Assists Head Nurse in data collection and manages databases.
- Transcribes minutes of meeting as requested.

### III- Patient Charging Duties

- Fills patient charge slips accurately for all chargeable items.
- Follows up with nurses on patient charges to maintain availability of chargeable items in the unit stock and avoids loss replenishment.

### General Performance Expectations:

- Follows and ensures strict safety procedures.
- Respects and adheres to the mission, vision, and values of LAUMC-St. John Hospital.
- Initiates actions to predict the occurrence of non-conformities in materials and services.

### Minimum Required Qualifications

- TS in Executive Secretary or related fields – Medical Secretary Diploma is preferred.
- 2 years of work experience in a similar capacity.
- Excellent communication skills (Written and Verbal) – Arabic, English & French
- Excellent Knowledge in MS office (Word, Excel, PowerPoint)
- Excellent organization and time management skills with the ability to multi-task
- Excellent follow up skills and techniques
- Excellent patient care skills
- Detailed oriented
- People oriented, team spirit and empathetic
- Professional, positive attitude and appearance.
- Dynamic
- **Integrity, credibility and high standard of professional conduct & confidentiality**

Interested Candidates should apply via [www.laumcsjh.com](http://www.laumcsjh.com)

**Closing Date for accepting applications is November 2, 2020.**

CV should include the exact month and year while listing the candidate's professional experience and educational background. **No applications will be accepted after this date. Only shortlisted candidates will be notified.**

*The Lebanese American University Medical Center – St. John Hospital is an Equal Opportunity Employer*