

## JOB TITLE: RCCbc Virtual Medical Office Assistant

### JOB SUMMARY

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In accordance with the established vision and values of the Network, the Virtual Medical Office Assistant (vMOA) will receive work direction from the Clinical Services Manager and will report to the Operations Executive Director at RCCbc. The vMOA has a key role in supporting the day-to-day operations of the RTVS Peer Pathways including interfacing with rural providers, scheduling of the RTVS providers, MOIS and efaxing support, and on/off boarding of providers and review.

### PROJECT SUMMARY

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The Peer Pathways of the **Real-Time Virtual Support Program (RTVS)** were intentionally created and operationalized to support the most vulnerable communities and providers in our province. The 24/7 virtually enabled peer support pathways provide immediate unencumbered access to support rural healthcare providers, irrespective of the remoteness of where they find themselves. The pathways assist a full spectrum of front-line emergency health care providers including nurses, nurse practitioners, registered midwives, family physicians and specialists. They operate in the well-received spirit of “phone a friend”. Additionally, RTVS peer support virtual physicians help to build capacity in community through supporting simulations, PRA-BC & physicians new to rural practice and UBC Family Practice second-year residents transitioning to rural practice.

### NETWORK SUMMARY

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Led by rural physicians, the Rural Coordination Centre of BC (RCCbc) is a network that improves the health of rural people and communities across British Columbia. We cultivate relationships and networks, facilitate rural health discussion, coordinate rural health projects, create learning opportunities for rural healthcare practitioners, advocate for a healthy rural British Columbia, stimulate rural health research, and develop healthcare leaders. Funded primarily by the Joint Standing Committee on Rural Issues, our network partners include healthcare providers, healthcare administrators, community members, policymakers, educators, researchers, and non-profit and business leaders.

RCCbc is committed to advocating for equity in rural, remote and Indigenous healthcare, and this includes advancing the recommendations in the Truth and Reconciliation Calls to Action (TRC) and embedding our work with respectful relationships and reciprocity, and leading with compassion, empathy and inclusivity.

## KEY DUTIES AND RESPONSIBILITIES

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1. Oversees the day-to-day scheduling of Peer-to-Peer pathways and ensures that schedule is up to date.
2. Maintaining records and files inclusive of supporting accuracy of charting in MOIS by retrieval of missing data and merging of duplicate charts.
3. E-Faxing of encounter notes to calling provider and/or site (including resolving failed faxes).
4. Onboarding and offboarding of RTVS providers, including updates in Teams, Bytebloc and MOIS.
5. Answering video and phone calls from rural providers to build patient charts and connecting them with an available virtual physician.
6. Audit of charts and post shift surveys.
7. Developing and strengthening relationships with high users, especially nursing outpost stations.
8. Identification and recommendations of system and process improvements. Maintain list of enhancements for MOIS.
9. Responds to RTVS inquiries and provides support to staff and consultants to help in the valid preparation of claims, reimbursements, payments and interpreting financial policies and procedures as relevant.
10. Schedule meetings, prepares agenda materials for distribution to meeting participants and taking minutes.
11. Compile data and prepares reports as required.
12. Assists with the dissemination of information and knowledge related to projects and key programs and initiatives.
13. Performs other related duties and/or projects.
14. Travel as needed

## QUALIFICATIONS

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### Education, Training and Experience

- High school graduation supplemented by a medical office assistant certificate or nursing unit clerk certificate with at least 3-5 years related experience.
- Experience with processing financial claims and program administration.
- Experience working in a rural community or with rural providers is an asset.

### Skills & Competencies

- Excellent interpersonal skills, advanced written and verbal communication, pro-active problem-solving abilities, and a well-demonstrated ability to work with others as part of an interdisciplinary team
- Tech savvy and highly proficient with databases, MS Office (particularly Word, Excel, and PowerPoint), email, and the internet.
- Experience with an electronic medical record, specific experience with MOIS is an asset.
- Demonstrated knowledge and ability to work with diverse populations, incorporating diverse perspectives, values, and approaches into planning
- Exceptional attention to detail and ability to organize information and prioritize in a busy environment
- Manages time effectively and meets ongoing deadlines
- Critical thinking and problem-solving skills essential
- Flexibility with schedule as after hour work may be required, from time to time.

RCCbc welcomes and encourages applications from equity deserving groups and diverse experiences including, but not limited to, Indigenous people, racialized people, people with disabilities, and members of the 2S/LGBTQIA+ community. We are an equal opportunity employer and our employees are people with different strengths, experiences and backgrounds, who share a passion for improving people's lives. Diversity not only includes race and gender identity, but also age, disability status, veteran status, sexual orientation, religion and many other parts of one's identity. All of our employee's points of view are key to our success, and inclusion is everyone's responsibility.

If there are any barriers that you are experiencing or require an accommodation that we can provide, to support you through the application process, please reach out to us at [careers@rccbc.ca](mailto:careers@rccbc.ca).

**Location:** Individual/applicant must reside in British Columbia.

**Node Office:** Hybrid or remote option dependent upon location.



**Compensation:** \$52,000 to \$57,000 (Full-Time)

This is an 0.8 or 1.0 FTE position, to be confirmed with the successful candidate. Monday to Friday to start, potential of Saturday and/or Sunday in the future as part of a rota.

Please send cover letter and resume to [careers@rccbc.ca](mailto:careers@rccbc.ca)