



Campbellford Memorial Hospital

146 Oliver Road, Campbellford, ON K0L 1L0 • 705-653-1140 • www.cmh.ca

Job Posting – CUPE Local 2247

C26-09

Position: Permanent Part-time Booking Clerk

Department: Central Booking

Classification: Permanent Part-time

Position summary: Campbellford Memorial Hospital is seeking a dedicated and reliable Booking Clerk. The Booking Clerk is responsible for scheduling patient appointments, procedures, and surgeries across various clinical areas of the hospital. This role requires strong administrative and organizational skills, proficiency in medical terminology, and the ability to work independently and collaboratively in a fast-paced environment. The Booking Clerk ensures accurate data entry, maintains patient records, and provides exceptional customer service while communicating with patients, physicians, and other departments.

Qualifications:

- Medical Office Administration Diploma or equivalent education and experience
- Previous patient registration experience is required
- Previous scheduling experience is required

Required Skills:

- Sound knowledge of medical terminology
- Advanced administrative/organizational skills, including the ability to work with accuracy and efficiency
- Keyboarding of at least 50 wpm with accuracy
- Working knowledge of EPIC and/or other patient registration systems
- Working knowledge of Microsoft Office products, including Word, Outlook and Excel
- Ability to work as a strong contributor in a team environment
- Ability to prioritize workflow and work independently
- Excellent verbal and written communication skills
- Excellent customer service skills, including the ability to work with the patient population in a respectful, sensitive and confidential manner
- Ability to work all shifts

Duties:

- Schedule/book tests/procedures related to clinical/patient areas of the hospital and notification to patient personally, through physician's office or other agencies.
- Maintain and organize clinical files for consulting physicians.
- Confirm patient appointments and provide appropriate instructions and/or paper work that would be required for an appointment, test or procedure. Rescheduling of appointments as required.
- Prepare and complete all data on surgeries, schedule appropriate pre-operative tests, Same Day Admitting clinic, and consultation appointments. Assemble, prepare and maintain patient charts and

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records according to hospital policy and procedure.

- Responsible for EPIC Scheduling Module including dictionaries, letter changes, monthly O.R. dates and clinic dates, diagnostic imaging procedure times and dates.
- Participate in departmental QA program, mandatory education, and mandatory hospital programs.
- Registration and switchboard duties, as well as clerical support to Health Records are assigned as required by the Manager
- May be cross-trained for clerical support in other patient areas of the hospital.
- Other duties as assigned

Hours of Work: Monday to Friday 8am to 4pm

Wage Rate: \$27.33 to \$28.98

AI Disclosure: If any AI or automated tools are used during the screening or selection process, all results will be reviewed by a member of our HR team before any hiring decisions are made.

Vacancy Status: This posting is for an existing vacancy.

Accessibility Statement (AODA): We thank all applicants for their interest in Campbellford Memorial Hospital. To promote employment equity, we welcome applications from all qualified individuals including Indigenous persons, immigrants, members of minority groups, women, and persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Union Details: This position follows the CUPE Local 2247 collective agreement, Article 9.05, which governs job classifications and seniority rights.

Application Process: Submit applications quoting Competition Number C26-09 to Jennifer Bonnici Elias, Human Resources, via email at careers@cmh.ca

Accommodations: If you require accommodations during any part of the application process, please notify **Jennifer Bonnici Elias** at jbonnicielias@cmh.ca. All requests will be handled in confidence in compliance with accessibility standards.