

Department of Medicine Administrative Tasks

CLINICAL IN-SCOPE

- Booking patient appointments (new and follow-up; in-person and virtual)
- ROCA support
- Clinical Document management (scanning/faxing/Connect Care entry)
- Monitoring and Routing InBasket
- Answering patient phone calls

CLINICAL OUT-OF- SCOPE

- Calling patients with lab or imaging results
- Duties in clinic (specimen collection/prep, cleaning patient rooms)
- Completing MD or RN specific tasks in Connect Care (NOTE: Orders placed in ambulatory settings by clerical staff/Medical Office Assistants (MOAs) for medications, procedures, laboratory testing, diagnostic imaging, and cardiology and surgical procedures must be "Second Signed" per: support.connect-care.ca/2022/04/26.html)
- Providing medical advice to patients, reviewing physician orders or notes in Connect Care
- Maintaining clinical information that duplicates information on Connect Care (e.g. excel lists of patient referrals)

NON-CLINICAL IN-SCOPE

- Meeting organization and support (booking meetings, agenda/minutes, catering, etc.)
- Calendar management
- Expenses and basic finance process support
- Academic support (simple accounting, forms completion/obtaining signatures, CV maintenance support, etc.)
- General office tasks (mail/faxes/phone, document management, typing, filing, supply orders, etc.)
- Arranging work-related travel and events

NON-CLINICAL OUT-OF-SCOPE

- Personal tasks for physician (eg. booking personal appointments, running errands)
- Administering research surveys, obtaining participant consent, other research assistant activities
- Arranging personal travel for physician

Note: This document is intended to guide our teams on what is in-scope and out-of-scope for our physicians' administrative support personnel. These are examples and not a comprehensive list. If you have questions about a specific task, please reach out to one of our Admin Managers.