



# Administrative Professional

Administrative professionals are often the first point of contact for patients in primary health care. They play a key role in keeping the clinic running smoothly by managing appointments, records, and communication between patients and the care team. Their work helps ensure patients can access the care they need and supports the clinic in staying organized and efficient.

## An administrative professional can

- ✓ Greet patients and help with check-in for in-person appointments.
- ✓ Schedule, confirm, or reschedule appointments based on care team instructions.
- ✓ Book appointments with the appropriate provider based on patient needs and care team direction.
- ✓ Keep patients' personal information accurate and up to date.
- ✓ Coordinate follow-up care or referrals to other services.
- ✓ Help patients understand clinic processes and what to expect.
- ✓ Respond to voicemails and emails, including sending appointment reminders.

