

# ALICIA O'HARA

7610 Brooklyn Street  
Brooklyn Corner, NS

(902) 692-1419

alicia@oharahealthcare.ca

## Professional Summary

Reliable administrator with experience in administrative roles and managing office operations. Effectively supports management, co-workers, and teams with strong organizational skills.

## Education

**Nova Scotia Community College, Kingstec – Medical Office Assistant**  
2007-2008

This program prepared me for healthcare by giving me a solid foundation in computer technology, medical terminology, professional ethics, confidentiality, and standard office practices such as billing in a medical office, preparing medical correspondence, registering, and scheduling patients, and managing health records.

## Skills

- Over 15 years' experience as a receptionist.
- Certified Mental Health First Aider through the Mental Health Commission of Canada.
- Medical terminology knowledge and background.
- Fully trained in MedAccess, EMR.
- Fully trained in the online booking system, Pomelo.
- Fully trained in Ocean eReferral.
- Fully trained in OPOR Provider Portal.
- Knowledgeable in MSI billing policies and practices.
- Proficient in Microsoft Word, Outlook, PowerPoint and Teams. Basic knowledge with Excel.
- Experience with medical transcription.
- Experience with financial performance of the revenue cycle including; budget, payroll, accounts receivable etc.
- Effective problem solver; prioritize and manage heavy workflow without direct supervision.
- Proficient with data entry.
- Great time management skills. Able to prioritize tasks with little supervision.
- Preparing new patient medical charts with proper information and official procedures.
- Able to give precise and detailed information to patients and co-workers.
- Knowledgeable with all Administrative aspects including multi-line phone systems, e-mail correspondence, reporting, orders, basic bookkeeping, and staff scheduling.
- In-depth knowledge of answering telephones, monitoring, and directing calls, taking messages, and providing information.
- Knowledge of medical privacy laws and confidentiality laws.
- Adaptable to change.
- Ability to follow, develop, implement, and maintain office policies.
- Ability to multitask.
- Punctual and reliable.
- Job task planning and organizing.
- Extremely service-oriented, independent, and proactive.
- Capable of troubleshooting complaints and concerns.

- Experience with posting important and engaging information to social media platforms.
- Experience training new staff in office workflow, procedures and computer systems.

## Experience

### **OHara Healthcare Administration** **Medical Office Administrative Support** August 2026 – Present

Created a healthcare administration business providing remote and onsite administrative support to medical practices. Deliver flexible administrative services designed to improve clinic efficiency and reduce administrative workload.

- Provide medical office administrative support to healthcare practices.
- Coordinate and manage specialist referrals and follow-up.
- Support electronic medical record (EMR) workflows using Med Access, Ocean eReferral, and Pomelo Health.
- Manage patient registration, appointment scheduling, and document administration.
- Organize medical correspondence, fax and email management, and electronic records.
- Work collaboratively with clinics to provide temporary coverage and administrative project support.
- Ensure compliance with patient privacy, confidentiality, and clinic policies.
- Build and manage business operations, including client relations, marketing, invoicing, and business development.

### **Windsor Medical Clinic – Office Manager** Full Time – Current Position 2024–Present

- Oversee the successful coordination of the day-to-day operations of the practice ensuring the entire medical operations at the clinic is running as smoothly as possible.
- Responsible for the financial performance of the revenue cycle including the direct budget for the clinic and payroll.
- Daily monitoring of activities in the EMR.
- Manage staff by assigning and delegating tasks as needed. Develop protocols and procedures to improve staff efficiency and productivity.
- Coordinate logistics for internal/external and personal meetings, flights, conferences.
- Interviewing, hiring and training of new staff.
- Perform administrative tasks and ensured high-quality customer service for patients.
- Create, maintain, and update clinical and administrative schedules.
- Implement office policies and ongoing updates for clinic procedures/protocol. Liaise with team members to ensure correspondence is current.
- Provide technology assistance and trouble shooting for team members regarding EMR and other software, liaise with IT support.
- Maintain inventory and order supplies to keep clinic functioning smoothly.
- MedAccess, Pomelo Health Platform, Ocean.
- Welcome/Check in patients and drug representatives.
- Prepare memos, letters, invoices, reports, and additional documents, by means of word processing and spreadsheet.
- Receive supplies, maintain, and organize supplies and inventory.
- Be available for additional work outside hours if necessary (schedule disruptions, clinic closures/cancellations, and/or other work).
- Enter patient demographics and insurance/health card information.
- Confirm appointments and arrange referral information.

### **Harvest Tides Family Practice – Medical Office Administrator II**

Full Time (Promotion in January 2022)

2018 to 2024

- MedAccess + Pomelo Health Platform.
- Welcome/Check in patients and drug representatives.
- Prepare memos, letters, invoices, reports, and additional documents, by means of word processing and spreadsheet.
- Support clinic manager in implementing office policies and ongoing updates for clinic procedures/protocol. Liaise with team members to ensure correspondence is current.
- Provide technology assistance and trouble shooting for team members regarding EMR and other software, liaise with IT support.
- Collaborate with clinic manager regarding messaging to Harvest Tides patients and maintain/create/upload notifications via technology (email, social media accounts, etc.) as well as printed material.
- Assist with receiving supplies, maintaining, and organizing supplies and inventory.
- Support clinic manager in training and orientating any new staff.
- Be available for additional work outside hours if necessary (schedule disruptions, clinic closures/cancellations, and/or other work designated by clinic manager).
- Open, arrange, and organize out incoming mail such as faxes and postal mail.
- Generate reports, medical files.
- Enter patient demographics and insurance/health card information.
- Confirm appointments and arrange referral information.
- Sterilization of instruments using an Autoclave system.

### **Dr. Melanie MacNeil/Wolfville Collaborative Family Practice – Medical Office Administrator**

Full Time (Joined Harvest Tides Family Practice in 2021)

2018-2024

- MedAccess + Health Myself Platform.
- Coordinated day to day operations for practice.
- Responsible for finances for Collaborative Family Practice Team, including keeping track of incoming and outgoing bills, payroll, ordering office and medical supplies, rent, etc.
- Organized NSHA Collaborative operations within the clinic with FPN's and GP's.