

Join Our Team at Bermuda Cancer and Health Centre

Patient Services & Medical Records Administrator

Are you passionate about delivering exceptional patient care while providing outstanding administrative and medical records support in a fast-paced healthcare environment?

At Bermuda Cancer and Health Centre (BCHC), we are seeking a dedicated and detail-oriented Patient Services & Medical Records Administrator to join our Diagnostic team. In this key patient facing position, you will perform front desk support patient flow, manage electronic patient information and ensure accurate scheduling and documentation while maintaining a warm, professional, and patient-centred experience.

Key Responsibilities:

- Welcome and assist patients and clients with professionalism, warmth, and a patient-centred approach.
- Oversee the entire patient appointment cycle, including check-ins, check-outs, appointment scheduling reminders and confirmations.
- Answer and direct incoming telephone calls promptly, courteously, and professionally.
- Process requisitions and enter imaging requests accurately and efficiently.
- Prepare and distribute appointment reminders, results letters, and other correspondence.
- Maintain a clean, organised, and welcoming patient waiting area.
- Manage receipt of packages and supplies and coordinate timely distribution and collection.
- Review and edit transcribed reports or dictated material for accuracy.
- Verify referring physician and patient information on all reports.
- Ensure all screening and diagnostic studies are reported and issued in accordance with Centre's reporting protocols.
- Coordinate with radiologists, referring physicians, and external partners as required.
- Provide general administrative support to ensure smooth departmental operations.
- Support the Centre by volunteering at education and fundraising events.
- Attend various meetings as required.

Minimum Qualifications, Experience and Skills:

- Associate degree in a related field preferred.
- Five (5) years of experience in a healthcare front office or administrative role.
- Experience with medical office systems, electronic medical records, and/or scheduling software is an asset.
- Prior knowledge of QuickBooks is an asset.
- Strong technical proficiency in Microsoft Office Suite.
- Excellent proofreading skills with strong attention to detail.
- Exceptional customer service skills with a demonstrated ability to support positive patient experiences.
- Excellent verbal and written communication skills.
- Highly organised with the ability to multitask effectively in a fast-paced environment.
- Strong work ethic, time management skills, and ability to work independently and as part of a team.
- Proven ability to handle confidential and sensitive information with discretion and professionalism.
- Demonstrates professionalism and ability to work effectively with diverse patients, visitors and colleagues.
- Detail-oriented, adaptable, and committed to continuous.
- Willingness to work rotational Saturday shifts and/or additional.

Why Join Bermuda Cancer and Health Centre:

At Bermuda Cancer and Health Centre, you will be part of a mission-driven organisation dedicated to providing world-class cancer care in Bermuda. Here is why this role matters:

- You will play a vital role in creating a welcoming and professional experience for patients.
- You will be part of a collaborative, high-performing team committed to delivering excellence in care.
- You will support efficient patient service and contribute to initiatives that enhance the quality of care.

How to Apply:

If you are ready to bring your skills, compassion, and dedication to our team, we invite you to submit your cover letter and curriculum vitae to:

Human Resources Department
Bermuda Cancer and Health Centre
P.O. Box HM 1562, Hamilton, HM FX | Tel # 441-236-1001
or via email: applications@chc.bm

Closing Date: July 15, 2026