Scott Kresan Tilbe on the tools that keep a small medical office running on time

Scott Kresan Tilbe, an Office Administrator at a gastroenterology clinic in Barrie, is setting out the standard he holds himself to for choosing and using office software and training.

Barrie, Ontario Nov 12, 2026 (Issuewire.com) - A standard, not a shopping list

Scott Kresan Tilbe has spent four years as an Office Administrator at a gastroenterology clinic in Barrie, Ontario. In that time, he has settled on a personal rule: a tool only earns a place in the office if it removes a step, not if it just moves the step somewhere else.

"I don't ask if a program looks impressive," Tilbe says. "I ask if it makes the next hour easier for the person using it. If it doesn't, it's just another thing to maintain."

That rule shapes how he evaluates scheduling software, patient-record systems, and the small utilities that keep a front desk moving. It also shapes how he thinks about training, which he treats as part of the tool itself rather than an afterthought.

Why training matters as much as the software

Tilbe's education gave him a working knowledge of computer systems that most office administrators don't bring to the job. He studied Computer Sciences at Laurentian University and completed a Diploma in Web Design at Georgian College, on top of a Certificate in Digital Photography. That background means he doesn't just use office software, he understands how it's built.

"A lot of offices buy a system and expect staff to figure it out through trial and error," he says. "That's expensive in a different way. It costs time instead of money, and time is what a clinic can least afford to lose."

His pledge going forward is simple: any new system introduced at the clinic gets a short, plain-language walkthrough before it goes live, not a manual nobody reads.

The commitment: three checks before adoption

Tilbe is formalizing a process he has used informally for years. Before recommending any administrative tool, he runs it through three checks:

Does it reduce clicks, not add them. A tool that requires more steps than the paper or spreadsheet version it replaces isn't an upgrade.

Can a new hire learn it in a day. If training takes a week, the tool is fighting the staff instead of helping them.

Does it fail gracefully. Systems go down. Tilbe wants to know what happens to scheduling and patient flow when they do, before it happens for real.

"These aren't complicated standards," he says. "But I've seen offices skip all three and end up with software nobody trusts."

Why this comes from someone who isn't just an administrator

Tilbe's path to office administration wasn't a straight line, and he thinks that's part of why he holds tools to a higher standard. He worked in photography and independent web design before settling into clinic administration, and he has done sales and support work at retail companies including Toys "R" Us and RONA.

"When you've built a website from scratch, you notice when a piece of office software was built without anyone testing it on a real user," he says. "You can tell the difference between a tool designed for the person doing the work and a tool designed to look good in a sales pitch."

What this means for the clinic

For patients and colleagues, the practical result is a front desk that runs on fewer surprises. Appointment systems that behave consistently. Records that are easy to pull up without a workaround. Staff who know what to do the first time a new process is introduced, rather than the third or fourth.

Tilbe frames it as an extension of the same discipline that got him through college despite early academic struggles: identify what isn't working, get the right instruction, and fix it properly instead of patching around it.

"I want the tools in this office to be invisible," he says. "The best compliment a system can get is that nobody talks about it, because it just works."

About Scott Kresan Tilbe

Scott Kresan Tilbe is an Office Administrator at a gastroenterology clinic in Barrie, Ontario, Canada. He holds a Certificate in Digital Photography and a Diploma in Web Design from Georgian College, and studied Computer Sciences at Laurentian University. Earlier in his career he worked as a photographer and independent web designer, and held customer service roles with Toys "R" Us and RONA. He lives in the Barrie area.

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