

POSITION DESCRIPTION

MEDICAL RECEPTIONIST - GORE HEALTH CENTRE LTD

NAME:

RESPONSIBLE TO: Practice Manager

FUNCTIONAL RELATIONSHIPS WITH:

Internal - Reception and administrative staff
Doctors
Nurses
Practice Manager
Pharmacist
Physiotherapist

External - Patients
Visitors
Other medical professionals

MAIN PURPOSE OF THE JOB:

The Medical Receptionist is a pivotal person in the medical centre environment, as they are the first point of contact with patients and visitors. They also co-ordinate the services and have a major role to play in prioritising work flows and managing patient expectations. Therefore, she provides front line reception services, and assists and communicates with staff accordingly.

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them has been done. "Going the extra mile" is our philosophy.

The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.

Key Tasks			Standards/Outcomes Expected
1		Reception Management	
	1.1	Receive and welcome	All visitors are received promptly and courteously.
	1.2	Arrival	All patients are indicated as 'arrived' in the PMS system.
	1.3	Answering telephone	All calls are answered within 6 rings.
	1.4	Message taking	Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker.
	1.5	Appointments	Accurate patient appointments are made according to guidelines.
	1.6	Communication and liaison	Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible.

	1.7	Patient registration	New patients who wish to register with the practice are registered and then enrolled with the PHO in accordance with guidelines. Patient notes are requested from previous provider. Patient file made up and put in the filing system. Patient details entered into the computer system.
	1.8	Patient details are updated	Patient details are maintained and checked on a regular basis.
	1.9	Patient transfers	Following the appropriate guidelines, patients transferring out of the practice will have their medical notes sent to their new provider within 5 days.
2		Waiting Room	
	2.1	Patients are informed	Patients are informed as to any delays occurring.
	2.2	Waiting room monitored	Waiting room is monitored to ensure all patients have been arrived and that there are no problems. Patients who seem very ill or upset are to be taken to a nurse's room for privacy, and the nurse alerted.
	2.3	Kept clean and tidy	Waiting room and children's play area is kept clean and tidy.
3		Accounting	
	3.1	Patients are charged	Patients are charged accurately in accordance with charging guidelines.
	3.2	Payments are receipted	All payments are processed and receipted in accordance with guidelines.
	3.3	Banking	Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines.
	3.4	Subsidy schedules	All eligible patient subsidies are accurately entered and claimed (may also include claims processing).
4		Office	
	4.1	Filing	Patient filing is accurately completed within 24 hours of being put in filing tray.
	4.2	Incoming mail	All incoming mail, emails and faxes are processed as they arrive.
	4.3	Outgoing mail	All outgoing mail is correctly addressed and put in mail bag for postage.
	4.4	Document scanning	Documents are scanned within 24 hours of being put in the scanning basket.

	4.5	Email	Email is monitored and actioned on the day it is received. All patient email to be acknowledged as having been received.
	4.6	Stationery supplies	Stock levels of stationery supplies are kept at an adequate level.
5		Privacy and Security	
	5.1	Patient confidentiality	Patient confidentiality is maintained at all times. Any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors. Patient details are not to be discussed - the exception to this is where it is in relation to a particular request or task required.
	5.2	Personal security	Money should be counted away from the front desk and out of sight of patients or visitors. Be aware of security, i.e. ensure doors that are not required for patient access are locked when not in use, i.e. back doors and side entrance doors.
6		Training and Development	
	6.1	Training needs	Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly.
	6.2	Meetings	Attendance is expected at all staff meetings and team meetings.
7		Other	
	7.1	Other duties	The medical receptionist will be asked from time to time, to perform other tasks in order to maintain the smooth and effective service of the practice.

Date this document was initially agreed upon:

Position Holder's name

Position Holder's signature

Practice Manager's name

Practice Manager's signature