

Position Description – Medical Receptionist

Position: Medical Receptionist

Responsible to: Area Manager/ Operations Manager

Broad Overview: The Medical Receptionist is a member of a Professional Health Care Team who is an intermediary between the patient, the medical practitioner and other health care professional/organisations. It is extremely important that the Medical Receptionist performs all duties with empathy, understanding and compassion, using a calm manner and a high level of common sense. It is expected that Receptionist will work as part of a team within the company to ensure the best outcomes for all patient using our services.

Major Areas of Responsibility

Medical Reception Position Specific Duties includes:

- Support to all Surgeons and Staff
- Efficient and accurate production of typed correspondence including patient letters, operation notes and medical reports 70 wpm 95% accuracy required – tested annually – not essential
- Make patient appointments including x-ray, bloods and any specialist appointments
- Respond to calls related to fees and accounts
- Handle patient queries
- Handle requests for renewal of prescriptions
- Receive and relay messages to Surgeon
- Provide information to patients as requested by the Surgeon
- Book patients into hospital, complete hospital pre-admission forms and enter into diary and computer.
- Issue doctors' certificates/enter dates and times on travelling certificates (Workcover and country patients)
- Organise autologous blood
- Receive and welcome patients and other visitors
- Obtain medical and financial information from new patients
- Answer all incoming and financial information from new patients
- Retrieve patient records from files, ensure all recent x-rays, pathology tests. Or other documents required for the consultation are available in the correct order.
- Guide patients to the consulting rooms and/or x-ray department as required.
- Use appropriate computer applications to perform the required duties
- Billing of patient appointment and lodging claims
- Consulting for all doctors when rostered to do so
- Assist in the planning of the daily appointment schedule noting changes, making cancellations, etc and follow up with advice to hospital, pharmacies etc. (in accordance with the Secretary of that practice)
- Provide general advice and information on the Practice's services when required.
- Filing, collating, photocopying etc
- Receipting cheques/monies received, reconciling amounts and Banking

- Ensure waiting room, workstation, reception and tea room are neat and tidy. Note items needing repair and follow up.
- Conform to standard dress code and uniform
- Archive medical records (scanned) of patients who are no longer part of the Practice or those greater than 3 years old
- Comply with the Occupational Health & Safety Policy of the practice
- Any other duties and responsibilities as determined by the Area Manager or Site Coordinators

Personal Competencies

Personal Specific Key Competencies:

Taking Responsibility:

- Completes tasks in a thorough, accurate, and timely manner that achieves expected outcomes.
- Exhibits concern for the goals and needs of the organization and others.
- Handles multiple responsibilities in an effective manner.
- Uses work time productively.
- Complies with professional standards encompassing ethics, confidentiality, integrity and trust in accordance with the company Code of Conduct.
- Comply with the Occupational Health & Safety Policy of the practice

Customer Focus:

- Is dedicated to meeting the expectations and requirements of internal and external stakeholders.
- Acts with customers in mind.
- Establishes and maintains effective relationships with customers and gains their trust and respect.
- Anticipates customer needs and respond accordingly.

Problem Solving/Creativity:

- Identifies and analyses problems.
- Formulates alternative solutions.
- Takes or recommends appropriate actions.
- Follows up to ensure problems are resolved.
- Efficient Time Management

Collaboration/Teamwork:

- Uses diplomacy and tact to maintain harmonious and effective work relationships.
- Adapts to changing priorities and demands.
- Shares information and resources with others to promote positive and collaborative work relationships

Communication/Interpersonal Skills:

- Is able to effectively communicate and to influence others in order to meet organizational goals.
- Shares information openly. Maintain effective internal communications to ensure that all relevant company functions are kept informed of marketing objectives.
- Is able to speak well and write effectively.

Personal Appearance

- Neatness and personal grooming appropriate to position.