

Position Description – Medical Secretary

Position: Medical Secretary

Responsible to: Area Manager/Business Operations Manager

Broad Overview: The Medical Secretary 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 Secretary performs all duties with empathy, understanding and compassion, using a calm manner and a high level of common sense. It is expected that Secretary's 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 Secretary Position Specific Duties includes:

- Executive support one to one with a busy Surgeon
- Efficient and accurate production of typed correspondence including patient letters, operation notes and medical reports 70 wpm 95% accuracy required – tested annually
- Make patient 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
- Receive quotes from hospitals and anesthetists on behalf of a patient and inform the patient of all relevant details.
- Make decision about which calls can be handle by staff and those which need the surgeon's personal attention.
- Book patients into hospital, complete hospital pre-admission forms and enter into diary and computer.
- Organize anesthetists and assistant, organise any multiple/combined surgery with 2 surgeons
- 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
- Answer all incoming calls to the Practice promptly and efficiently
- 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
- Accounts: receipting, surgical billing and end of month debtors
- Consulting for your doctor 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.
- 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
- Assist in training staff if required
- Comply with the Occupational Health & Safety Policy of the practice
- Any other duties and responsibilities as determined by the Area Manager.

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.