

## POSITION DESCRIPTION

### *Office Operations*

- Ensure the consulting specialists are well supported
- Promote excellent customer service at all times
- Oversee the practice operations according to best practice standards
- Maintain awareness of current legislations and manage all areas of compliance with relevant bodies
- Ensure compliance to the Privacy Legislation
- Maintain office technology and equipment
- Monitor cleanliness and appearance of the practice
- Ensure practice procedure manuals are kept up to date
- Monitor stock control and order supplies when needed
- Encourage good communication networks within the practice
- Maintain an organized computerised filing system
- Maintain waiting room and consulting rooms ensuring cleanliness and tidiness.

### *HR*

- Rostering of staff and staff performance management
- Monitor work hours and leave entitlements for all staff
- Supervision as required to ensure smooth running of the reception workflow
- Distribute and delegate specific tasks and monitor to ensure objectives / goals and compliance are met
- Co-ordinate and attend staff meetings and ensure actions are followed up within set timeframes

### *Communication*

- Greet patients and other callers at the practice in a courteous and efficient manner
- Keep patients informed of any delays
- Deal with referring doctors and hospital staff courteously and helpfully
- Answer the telephone promptly and courteously
- Record messages and make sure they are attended to and brought to the attention of the relevant person
- Make outgoing phone calls as requested
- Manage daily correspondence
- Exercise confidentiality at all times regarding patient care and all aspects of the practice.

### *Appointments*

- Arrange appointments for patients following set booking procedures
- Ensure that patient appointments are confirmed
- Check-in patients on arrival
- Update any information on medical records and in computer files
- Obtain appropriate details from new patients to maintain the patient database
- Gather medical records and reports in readiness for consultations
- Scan records for files and file medical records after use
- Organise pathology records for checking, response and filing

### *Financial*

- Advise patients of practice billing policy
- Issue patient invoices and receipts
- Do daily banking and reconciliation
- Attend to account queries (if possible) or refer problem to others if in doubt
- Maintain petty cash book
- Follow up outstanding debts on a weekly basis.

### *Other*

- Process patient letters in a timely manner
- File and post all correspondence, including letters to referring doctors
- Report accidents, injuries and illnesses as soon as practical
- Deal with emergencies when necessary
- Accept other duties from time to time as directed by the Practice Principal.