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| **Position Details** |
| Position Title: Medical Receptionist – Providence Medical – ThorntonArea: OperationsReports to: Practice ManagerDate: February 2020 |

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| **Purpose**  |
| The primary purpose of the Medical Receptionist is to contribute to the smooth and efficient functioning of the Practice by providing high quality reception and administration support and customer service to patients and Doctors. |

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| **Environment**  |
| * The position will be based at Providence Medical – Thornton
* Hours will be from Monday to Saturday. Flexible work hours may be required.
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| **Key Relationships**  |
| **Internal** |
| * Practice Manager (Direct)
* GPs
* Reception and Nursing Staff
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| **External** |
| * Patients
* Health Professionals and External Health/Statutory Bodies
* Contractors/Suppliers
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| **Key Responsibilities** |
| **Reception:** * Greet patients, identify if medical appointment, record patient arrival, inform patients of delays, answer telephone calls promptly and courteously, pass on messages promptly to appropriate person(s).
* To enter and update patient details in relevant software programs (Best Practice).
* Deal with emergencies when necessary, following set procedures.
* Exercise confidentiality in regard to patient care and all aspects of the practice.
* Active promotion of PMG services that enhance growth in patient attendances.
* To keep the Practice Manager informed, as relevant.
* Role model PMG values.

**Correspondence:** * Manage daily incoming and outgoing mail, email and faxes, type and file outgoing correspondence.

**Medical:** * Liaising with internal and external health providers including pathology, radiology, specialists, and medical suppliers.
* Assist GPs with any patient related issues.

**Financial:** * Advise patients of credit and billing policies for both Medical services, issue patient invoices and supply patient receipts, maintain petty cash records, ensure correct and accurate billing. Reconciliation of systems and accounts.
* Follow up any outstanding patient accounts as directed by the Practice Manager.

**Triage:*** Follow patient triage procedures as required.

**Work Health and Safety:** * Follow WH&S procedures at all times.
* Report any patient or staff incidences to the Practice Manager.
* Participate in Fire and Evacuation Drills.

**Staff Training:*** Participate in annual staff performance appraisals conducted by the Practice Manager.
* Participate in CPR and triage training.
* Undertake course attendance relevant to position.

**General Duties:** * Photocopying, routine cleaning and re stocking tasks, ensure reception and waiting areas are clean and tidy at all times.
* Scanning patient information/correspondence to either Best Practice.
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| **Relevant Experience/Qualifications** |
| * Completion of an accredited Medical Receptionist course or practice knowledge of medical terminology. Must be willing to complete a suitable course if required.
* A minimum of 3 year’s previous experience in a medical position.
* Training or experience in management of emergencies, basic infection control, safe handling and disposal of medical waste, etc.
* Knowledge of Medicare and TYRO.
* Knowledge of Best Practice and Microsoft Office.
* Basic First Aid Certificate (includes CPR basic life support).
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| **Knowledge & Competencies**  |
| * Strong knowledge of Medical Practice operational & IT systems.
* Excellent communication & interpersonal skills.
* Well-developed time management skills.
* The ability to remain focussed under pressure.
* Proven capacity to work in a team environment.
* Desire to deliver quality care, innovative and best practice services.
* Committed to achieve annual KRA’s.
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| **KEY RESULT AREAS** |
| **Key Result Area** | **Performance Assessment** |
| Provide High Quality Customer Service | * Customers are greeted promptly in a professional and friendly manner.
* Phone calls are answered with courtesy and within 5 rings.
* Reception area is clean, tidy and welcoming at all times.
* Positive response from Patient Satisfaction Surveys.
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| Display Exceptional Teamwork | * Operate within PMG Code of Conduct.
* Display positive approach to solving problems.
* Actively support all colleagues in the Practice Team
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| Provide Efficient and Accurate Operational Services | * Consistently enter and maintain correct Patient information on all databases.
* Accurately process Medical fee charges.
* Timely follow up of Medical patients for next clinical visit.
* Operate within PMG Policies and Procedures at all times.
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Your role with Providence Medical – Thornton includes operating as part of a team you are expected to work as a team member, show appropriate behaviour and respect to all our employees and work with a spirit of co-operation.

You may be required to perform other duties from time to time as required by the Providence Medical Group, so long as those additional duties are within your skills, competency and training.

I have read this Position Description and agree to its contents.

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Print Name Signature Date

Practice Manager

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Print Name Signature Date

Medical Receptionist