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| **Position title:** Medical Receptionist | **Reports to:** Practice Manager |
| **Purpose of position:** To organise appointments, maintain records and perform medical and other tasks in order to ensure a smooth and efficiently functioning practice that provides an exceptional standard of care to our patients. All duties are to be carried out in conjunction with the practice’s policies and procedures. | |
| Responsibilities | |
| **Reception**   * Open and close clinic. * Greet patients and other callers at the practice in a courteous and efficient manner. * Answer the telephone promptly and courteously. * Schedule appointments for patients. * Issue patient invoices/receipts and bulk bill as required. * Enter and update patient registration details. * Manage calls from patients wanting test results by referring them to the practice nurse on duty. * To exercise confidentiality with regards to patient care and all aspects of the practice. * Maintain reception area in a tidy and welcoming manner. * Ensure registration forms, practice information sheets, and information displays are correct and adequately stocked. * Assist doctors and nurses by making telephone calls, photocopying, etc., as requested and required.   **Administration**   * Prepare and record outgoing mail and posting daily. * Open and distribute incoming mail. * Type medical reports as required. * Scan and/or file patient correspondence, results daily, or as required. * Ensure computer back-up hard drive is changed daily.   **Other Duties**   * To actively participate in general staff meetings. * To attend training sessions in-house and external courses when required. * General housekeeping such as tidying and cleaning of waiting room when necessary. * Undertake other duties as required from time to time as directed by the practice manager, nurses and doctors. * Maintain knowledge of, and comply with, workplace health and safety principles including infection control. | |
| Expected behaviours and personal attributes | |
| * Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs. * Excellent interpersonal and communication skills. * Always be well-presented, friendly, courteous and obliging. * Represent the practice in a confident and positive manner at all times. * Undertake all duties in a diligent manner, with honesty and integrity. * Maintain absolute confidentiality regarding patient and practice information. * Have a vigilant attitude to accuracy, being prepared to double check as necessary. * Work cooperatively and independently. * Demonstrate ability to prioritise and organise. * Demonstrate commitment to ongoing professional development. | |