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| ***Position Description – Medical Receptionist*** |
| Position Level: Receptionist, Level (Casual) , HPSS award 2010 Practice Hours: 8am-6pmHours of Work: as per letter of appointmentEmployment Status: CasualReports to: Practice Manager  **General Purpose of Position**To provide high quality reception and secretarial services to the patients, doctors and staff at the surgery.**Essential Duties and Responsibilities**In accordance with policies and procedures:* Maintain confidentiality of all information
* Ensure that “Commencement of each day, End of each day and General duties throughout the day” (as outlined in the Practice Manual under “Practice Administration”, as well as displayed at reception) are followed precisely and carefully
* Ensure the surgery is always supplied with relevant stationary and re-order as required with the Practice Managers consent
* Answer the telephone promptly in a polite and courteous manner within 3 rings
* Make appointments as required as per the “Appointment and Triage” policies
* Be competent with the computer-based medical program Best Practice software
* To look after the needs of all patients attending the surgery. This includes maintaining patient flow, recording and updating patient information and ensuring a smooth passage to and from the reception area and consulting rooms.
* Ensure that patients needs in terms of immediate and ongoing care are met before and after each consultation
* Inform patients of delays
* Ensure patients accounts are maintained
* Operate all aspects of EFTPOS machine
* Ensure patients documents are accurately and timely scanned
* Inform pathology Couriers for external pickup on time
* Liaise with GPs, Practice Nurse, other Health Professionals and Staff
* Notify doctors of any potential urgent medical situation and to assist as required as per the “Triage and Medical Emergencies” policy
* To effectively communicate with Practice Staff at the beginning and end of each day and to ensure that a high degree of communication is maintained
* Liaise with patients and their families in a compassionate manner
* Receive and convey messages promptly in writing, verbally or electronically
* Fax documents
* Open, stamp appropriately and distribute incoming mail
* Prepare documents for mail- out

**Essential Duties and Responsibilities cont...*** Type reports and letters with a high level of accuracy and proficiency and ensure all correspondence and reports are signed, dated and mailed
* Contribute to maintaining the cleanliness of the workplace
* Clean consulting rooms between sessions
* Maintain stock in each consulting room.
* Maintain appropriate dress standards
* Participate in ongoing training
* Flexibility with working hours e.g.: sick leave, annual leave
* Any other administrative duties as directed by the Practice Manager.
* Senior staff members, assist in training new staff members

**Supervisory Responsibilities**All receptionist staff report directly to the Practice Manager. **Qualifications, Education, and/or Experience*** Proficiency in Microsoft office
* Medical Terminology
* Proficient in use of computer and keyboard skills
* Excellent interpersonal skills
* Ability to work independently and within a team
* Able to communicate clearly and efficiently

**Authority**The areas of authority the staff member is required or allowed to exercise are:* Operate within the surgery policies and procedures and within the scope of the staff member’s professional expertise.

**Certificates, Licenses, Registrations, Memberships**Current driver’s license, CPR**Physical Demands**While performing the duties of this job, the employee is regularly required to sit, stand, walk and drive a vehicle. The employee must occasionally lift and/or move up to 5 kilograms. Specific vision abilities required by this job include close vision, and distant vision.The position requires the employee of sufficient mobility to enable regular attendance to meetings.Reasonable accommodations may be made to enable participants with disabilities to perform the essential functions.**Salary Rating**This position is a hours/ week casual position with the salary rating of level 2 per Health Professional Support staff Award including leave loading based on the *Health Professionals & Support Services Award 2010.***Superannuation**Employer superannuation contributions are paid into the fund of your choice.**Professional Development**This surgery is committed to the ongoing Professional Development for all its employees.Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Employee Signature Practice Manager  SignatureDate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ This position is to be reviewed in three months, then annually.  Date of review: TBA |