

# Position Description

## Medical Receptionist



<b>Position:</b>	Medical Receptionist	
<b>Reports to:</b>	Operations Manager	
<b>Responsibilities:</b>	<b>Overall performance</b>	Self
	<b>Daily Supervision</b>	Lead Administrator
	<b>Line Manager</b>	Operations Manager
	<b>Practice issues</b>	Practice Manager
<b>Functional Relationships</b>	<b>Internal</b>	Operations Manager Reception and administrative staff Finance Administrator Practice Manager Practice management Doctors Nurses Medical Care Assistants Pharmacist Health Improvement Practitioner
	<b>External</b>	Patients Visitors Other health professionals

**Main purpose of role:** The Medical Receptionist is a pivotal person in the medical centre environment, as they are the first point of contact with patients and visitors. They also co-ordinate the services and have a major role to play in prioritising work flows and managing patient expectations. Therefore, he/she provides front line reception services, and assists and communicates with staff accordingly

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them has been done. "Going the extra mile" is our philosophy.

The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.

### Key Tasks

#### 1. Reception Management

	<b>Standards/Outcomes Expected</b>
1.1 <b>Receive and welcome</b>	All visitors are received promptly and courteously
1.2 <b>Arrival</b>	All patients are indicated as 'arrived' in the PMS system.
1.3 <b>Answering telephone</b>	All calls are answered within 6 rings.
1.4 <b>Appointments</b>	Accurate patient appointments are made according to guidelines.
1.5 <b>Communication and liaison</b>	Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible

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- 1.7 ***Patient registration*** New patients who wish to register with the practice are registered and then enrolled with the PHO in accordance with guidelines.
- Patient notes are requested from previous provider.
- Patient file made up and put in the filing system.
- Patient details are entered into the computer system.
- 1.8 ***Patient details are updated*** Patient details are maintained and checked on a regular basis.
- 1.9 ***Patient transfers*** Following the appropriate guidelines, patients transferring out of the practice will have their medical notes sent to their new provider within 10 working days.

### 2. Waiting Room

- 2.1 ***Patients are informed*** Patients are informed as to any delays occurring.
- 2.2 ***Waiting room monitored*** Waiting room is monitored to ensure all patients have been arrived and that there are no problems.
- Patients who seem very ill or upset are to be taken to a nurse's room for privacy, and the nurse alerted.
- 2.3 ***Kept clean and tidy*** Waiting room and children's play area is kept clean and tidy.

### 3. Accounting

- 3.1 ***Patients are charged*** Patients are charged accurately in accordance with charging guidelines.
- 3.2 ***Payments are receipted*** All payments are processed and receipted in accordance with guidelines.
- 3.3 ***Banking*** Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines.
- 3.4 ***Subsidy schedules*** All eligible patient subsidies are accurately entered and claimed (may also include claims processing).
- 3.5 ***Patient Refunds and Account Adjustments*** Requests for refunds and/or account adjustments can only be made by the Finance Administrator.
- 3.6 ***Bad Debt Management*** Undertake the active and sustained recovery of bad debts in accordance with policy.

### 4. Office

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- 4.1 **Filing** Patient filing is accurately completed within 24 hours of being put in filing tray.
- Patient files are kept in the appropriate order categorized and in chronological order.
- 4.2 **Incoming mail** All incoming mail and faxes are dated and processed as they arrive.
- 4.3 **Outgoing mail** All outgoing mail is correctly addressed, stamped and put in mail bag for postage.
- 4.4 **Document scanning** Documents are scanned within 24 hours of being put in the scanning basket.
- 4.5 **Email** Email is monitored and actioned on the day it is received. All patient email to be acknowledged as having been received.
- 4.6 **Stationery supplies** Stock levels of stationery are kept at an adequate level.

### 5. Privacy and Security

- 5.1 **Patient confidentiality** Patient confidentiality is always maintained. Any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors. Patient details are not to be discussed – the exception to this is where it is in relation to a particular request or task required.
- 5.2 **Personal security** Money should be counted away from the front desk and out of sight of patients or visitors. Be aware of security, i.e. ensure doors that are not required for patient access are locked when not in use, i.e. back doors and side entrance doors.

### 6. Training and development

- 6.1 **Training needs** Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly.

### 7. Other

- 7.1 **Continuous improvement** Support the maturity of the practice in the Health Care Home model of care and the LEAN framework of continuous improvement and efficiency. Identify opportunities for improvement within team and work within the team to lead to improved outcomes in support of our practice mission.
- 7.2 **Meetings** Attendance is expected at all staff meetings and team meetings.

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## 7.3 *Other duties*

The medical receptionist will be asked from time to time, to perform other tasks to maintain the smooth and effective service of the practice.

**Delegations**

*Financial*

None

*Other*

None