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| **Position Description – General Practice Receptionist** | |
| **Job Title:** Medical Receptionist | **Reports To:** Practice Manager |
| **Purpose of the Position**  To organise appointments, maintain records and perform other tasks in order to ensure smooth and efficient functioning of the medical practice and provide an exceptional standard of service to our patients in a caring and supportive manner. | |
| **Safety:**  Be aware of Work Place Health and Safety (WHS) requirements and comply with them.  **Responsibilities:** The following duties are to be carried out in conjunction with the Practice Policy and Procedure manual where applicable. | |
| RECEPTION  * Maintain privacy and confidentiality in regard to patient care and all aspects of the practice information * Greet patients on arrival at the practice in a courteous and efficient manner * To answer the telephone promptly and courteously within 4 rings * To make appointments for patients following set procedures * To issue patients invoices/receipts and bill as required * To enter and update patient information and notes in their file * Assist with referring doctors, hospital staff, pharmacists etc. courteously and efficient manner * To deal with emergencies when necessary, following set procedures * Deliver test result to patients following set practice procedure * Take prescription requests and forward to appropriate doctor * Attend to account queries if possible or refer problem to Accounts/Practice Manager * Maintain reception and waiting room areas in a tidy and welcoming manner * Ensure registration, patient information sheets, and displays are correct and current with enough in supply * Ensure patients are informed of possible delays * Assist doctors and nurses by making phone calls, photocopying etc. as required * Record hours worked daily on timesheets * Preparing and recording outgoing mail and posting daily * Type documents as required with a high level of accuracy * Scan, file and fax patient correspondence, results etc. as required * Maintain patient information, inactivate patients no longer attending or deceased, updating information, linking family members and unlinking independent children, archiving * Batching Medicare and Veterans Affairs * Balance daily receipts * Ensure Back up hard drive changed daily and recorded * Ensure banking processed and banked each day as rostered | |
| OTHER DUTIES  * Check suggestion box and restock suggestion forms * To actively participate in general staff meetings * To attend training sessions in-house and external courses when required * Re-stocking of doctors room during the lunch break as scheduled * Housekeeping such as tidying and cleaning of waiting room etc. when necessary * Undertake other duties as required from time to time by the Practice Manager, Nurses and Doctors | |
| **EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES**   * Demonstrated patient-focused approach providing exceptional service with genuine empathy and interest in their needs * Excellent interpersonal and communication skills * Maintain practice dress standard and represent the practice in a confident and positive way 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, with attention to detail * Demonstrate commitment to ongoing professional development | |
| **EDUCATION, QUALIFICATIONS AND EXPERIENCE**  **Essential:**   * Basic knowledge of MS Word and Excel * Knowledge of Mediflex and Best Practice software * Ability to work independently and as part of a team * CPR/Triage training and/or experience   **Desirable:**   * Previous experience in a general practice environment * Completion of an accredited medical receptionist course/ knowledge of medical terminology * Minimum of one year’s experience in medical receptionist/secretarial role | |
| **OTHER FEATURES:**   * Qualifying period of 6 months for all new employees * Potential for contact with hazardous material such as blood & body fluids * May be required to have some immunisations | |

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| **Approved By:** | Rhonda Bennion | **Position Held:** | Practice Manager |
| **Signature:** |  | **Date:** |  |
| **Incumbent:** |  |  |  |
| **Signature:** |  | **Date:** |  |