

POSITION DESCRIPTION

Position Title: Medical Receptionist & Administration Clerk	Practice: Kaipara Medical Centre
Reports to: Practice Manager	Location: Helensville
Date: February 2020	

POSITION PURPOSE

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 workflows and managing patient expectations. Therefore, he/she provides front line reception services, professional administration support and assists and communicates with patients, staff and visitors accordingly.

Patients should feel that they have been dealt with in a friendly, courteous 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 as a key member of a collegial team environment.

KEY WORKING RELATIONSHIP

Direct Reports: Nil

Internal:

- Administration staff
- Practice Nurse Leader
- Clinical Advisor
- General practitioners, including locum doctors
- Nursing staff, including casuals
- All other clinical staff, including locums/visitors

External:

- ACC
- ProCare
- External service providers & contractors
- Patients and their whanau & families
- Key community health stakeholders
- Visitors

KEY ACCOUNTABILITIES

Key Tasks	Expected Outcomes
<p>Reception Management Receive & welcome</p>	<ul style="list-style-type: none"> • All visitors are received promptly and courteously • All patients are indicated as 'arrived' in the PMS system • All calls are answered within 6 rings or less • Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker • Accurate patient appointments are made according to guidelines • Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible • New patients who wish to register with the practice are registered and then enrolled with the PHO in accordance with guidelines <ul style="list-style-type: none"> ○ 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 • Patient details are maintained and checked on a regular basis • Following the appropriate guidelines, patients transferring out of the practice will have their medical notes sent to their new provider within 5 days
<p>Waiting Room Management</p>	<ul style="list-style-type: none"> • Patients are informed as to any delays occurring • 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 clinical room for privacy and the nurse alerted • Waiting room and children's play area is kept clean and tidy throughout the day
<p>Accounting</p>	<ul style="list-style-type: none"> • All eligible patient subsidies are accurately entered and claimed (may also include ACC claims/invoicing processing)
<p>Office</p>	<ul style="list-style-type: none"> • 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 • All incoming mail and faxes are dated and processed as they arrive • All outgoing mail is correctly addressed, stamped and put in mail bag for postage • Documents are scanned within 24 hours of being put in the scanning basket
<p>Emails</p>	<ul style="list-style-type: none"> • Email is monitored and actioned on the day it is received. All patient email to be acknowledged as having been received
<p>Stationery Supplies</p>	<ul style="list-style-type: none"> • Stock levels of stationery supplies are monitored and shortages notified in the order book
<p>Patient confidentiality</p>	<ul style="list-style-type: none"> • Patient confidentiality is maintained at all times. 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 •
<p>Personal security</p>	<ul style="list-style-type: none"> • Money should be counted away from the front desk and out of sight of patients or visitor.

	<ul style="list-style-type: none"> • 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
Training needs	<ul style="list-style-type: none"> • Training needs will be assessed on a regular basis, and staff will be required to attend internal and external training seminars and courses accordingly
Meetings	<ul style="list-style-type: none"> • Attendance is expected at all staff meetings and team meetings.
Other duties	<ul style="list-style-type: none"> • The medical receptionist will be asked from time to time, to perform other tasks in order to maintain the smooth and effective service of the practice

PERSON SPECIFICATION

Characteristic	Essential	Preferred
Experience	<ul style="list-style-type: none"> • Previous reception and administration experience 	<ul style="list-style-type: none"> • Frontline reception experience in medical environment
Attitude	<ul style="list-style-type: none"> • Positive and enthusiastic • Professional • Helpful 	
Personal attributes	<ul style="list-style-type: none"> • Warm, welcoming and flexible • Good communication skills • Resourceful • Time management skills • Attention to detail • Goes the 'extra mile' to satisfy a patient • Resilient and able to work under pressure • Able to deal with difficult situations 	<ul style="list-style-type: none"> • Shows initiative
Technical Skills	<ul style="list-style-type: none"> • Sound Computer skills • Ability to use a multi-functional phone 	<ul style="list-style-type: none"> • Experienced Microsoft suite user. • Medtech 32 experience
Qualifications and Training	<ul style="list-style-type: none"> • Relevant qualifications that would assist you in the role 	<ul style="list-style-type: none"> • Customer service or relevant Health training courses attended • Previous PMS (Practice Management System) experience
Fit within Team	<ul style="list-style-type: none"> • Experience in successfully working in a team environment and contributing positively to a friendly and collegial culture 	<ul style="list-style-type: none"> • Medical Centre experience

