

JOB DESCRIPTION

JOB TITLE: Medical Receptionist / Administrator

Medical Receptionist

You will be the face of the practice and will be responsible for assisting with the smooth running of the front of house as well as back-office functions carried out by the reception team.

This role will be 37 hours per week over a shift pattern so you will need to be flexible, you will be required to work early morning shifts and late-night shifts. Shifts between 8am – 7pm

The following skills are a MUST:

- Face to face communication skills
- Excellent telephone manner
- Able to work under pressure and to strict deadlines
- Teamwork
- Problem solving ability

MAIN PURPOSE OF THE POST:

To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other medical staff.

RESPONSIBLE TO: Deputy Manager and SENIOR RECEPTIONIST

MAJOR DUTIES AND RESPONSIBILITIES

1 Reception Duties

- Ensure efficient operation of the appointment system and monitor the flow of patients into consulting and treatment rooms.
- Ensure that patients without appointments, but who need 'urgent consultation', are seen in a logical and non-disruptive manner.
- Explain practice arrangements and formal requirements to new patients, and those seeking temporary cover. Ensure registration procedures are completed.
- Advise patients of relevant charges for private services, accept payment, and issue receipts.
- Respond to all queries and requests for assistance from patients and other visitors.
- Enter requests for home visits into the visit book, stating time received and including all necessary information. Where necessary refer to the duty doctor.
- Take requests for repeat prescriptions. Ensure that the patient is aware of when the prescription will be ready for collection. (ie 48 hrs or 2 working days).
- Ensure reception and waiting areas are kept neat and tidy.

2 Management of the Appointments system

- Ensure total familiarity with all appointments systems in effect.
- Book appointments and recalls, ensuring full name and DOB are entered, to ensure that the correct record is retrieved.
- Monitor the effectiveness of the system and report any problems or variations required.

3 Process Repeat Prescriptions

- Process repeat prescription requests.

4 Management of Medical Records

- Retrieve and refile records as required, ensuring that strict alphabetical order is adhered to.
- Ensure that correspondence, reports, results etc are filed correctly.
- Ensure that records are kept neat and tidy and in good repair, with all necessary information recorded correctly on the outer cover.

5 Operation of Telephone System

- Receive and make calls as required. Divert calls and take messages as appropriate.
- Ensure that the system is operational at the beginning of each day and switched over to night service and answer phone at the end of each day.

6 Start and End of Day Procedures

- Open up the premises at the start of day, set alarm to day function, and make all necessary preparation to receive patients.
- Following closedown of the practice computer system, ensure that back-up procedures are implemented.
- Secure premises at the end of the day, ensure that the building is totally secured, internal lights off and alarm activated.

6 Miscellaneous Administration

- Open and distribute the mail
- Clear rooms after surgeries
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Make coffee for doctors

7 Person Specific responsibilities

The responsibilities above are applicable to all Medical Receptionists, who will perform certain responsibilities on a particular day according to a rota.

8 ANY OTHER DELEGATED TASKS/RESPONSIBILITY ALLOCATED BY MANAGERS CONSIDERED APPROPRIATE TO THE POST.

SPECIAL REQUIREMENTS OF THE POST

- An understanding, acceptance, and adherence to the need for strict confidentiality.

- An ability to use own judgement, resourcefulness, common sense, and local knowledge to respond to patients' enquiries and requests.
- Keyboard skills necessary to undertake responsibilities involving use of the practice's clinical computer system.
- Excellent communication skills.
- Needs to work effectively as a member of the reception team and with other Practice members.
- High degree of flexibility in hours worked required.

CONFIDENTIALITY

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

HEALTH & SAFETY

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

EQUALITY AND DIVERSITY

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

PERSONAL/PROFESSIONAL DEVELOPMENT

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.

QUALITY

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patient's needs.

COMMUNICATION

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES

The post-holder will:

- Apply Practice policies, standards, and guidance.