

## Position Description - Medical Receptionist

### **Your Health Griffith**

105 Binya Street Griffith

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### **Position Description**

**Job title:** Medical Secretary / Receptionist      **Reports to:** Practice Manager / Office Manager

#### **Purpose of position**

To organise appointments, maintain records and perform medical & other tasks in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care to our patients.

#### **Pay Rate**

Negotiated depending on experience.

#### **Superannuation**

11.5% of ordinary time earnings

### **Responsibilities**

The following duties are to be carried out in conjunction with the Practice Policy and Procedures manual where applicable.

#### **Reception**

- Open and Close clinic as per set procedure.
- Greet patients and other callers at the Practice in a courteous and professional manner.
- Liaise with patients and their families in a compassionate manner.
- Answer the telephone promptly and courteously.
- Receive and convey messages in writing, verbally and electronically.
- Make or cancel/reschedule appointments for patients following set procedures.
- Issue patients' invoices/receipts and bulk bill as required.
- Enter and update patient registrations and patient notes in computer.
- Liaise with referring doctors, hospital staff, pharmacists and other Health Professionals courteously.
- Deal with emergencies when necessary, following set procedures.
- Manage calls from patients wanting test results by following set procedures.
- Take prescription requests.
- Attend to account queries if possible or refer problem to Office Manager / Practice Manager.
- Ensure abnormal result/recall policy is adhered to.
- Maintain reception area in a tidy and welcoming manner.
- Ensure Registration Forms, Patient Information sheets, and information displays are correct and current and enough in supply.
- Ensure patients are not required to wait excessive periods of time for an appointment, and that patients are informed of possible delays.
- Assist doctors and nurses by making phone calls, photocopying etc.
- Read communication book.
- Fill in roster when staff away on holidays and sick leave.

### Administration

- Routine clerical tasks such as photocopying and faxing.
- Preparing and recording outgoing mail and posting daily.
- Open, stamp appropriately and distribute incoming mail.
- Scanning and/or filing patient correspondence, results etc.
- Maintain patient information, delete patients no longer attending and deceased, updating current information, linking family members and unlinking independent children, archiving.
- Type documents as required with a high level of accuracy.
- Balance daily receipts and ensure the banking is processed and banked.
- Handling of cash, EFTPOS and other payments.

### Safety and Quality

- Participate in the practice risk management and quality improvement processes.
- Record incidents and near-misses in line with practice policy.
- Practice duty of care including meeting practice standards and accountability.
- Maintain patient and practice confidentiality at all times.
- Ensure the practice building and work spaces are conducive to a safe and practical work environment.
- Work to clinical governance processes and standards.

### Other Duties

- To actively participate in general staff meetings.
- To attend training sessions in-house and external courses when required.
- Contribute equitably to maintaining the cleanliness of the practice such as tidying and cleaning of waiting room.
- Maintain practice dress standards.
- To undertake other duties as required by the Practice Manager, Office Manager, Nurses and Doctors.
- Maintain knowledge of, and comply with, workplace health and safety principles including infection control.

### Expected behaviours and personal attributes

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills.
- Be always well-presented, friendly, courteous and obliging.
- Represent the practice in a confident and positive manner 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.

### Selection Criteria

**Essential:**

- Previous experience in customer/patient facing reception or similar experience.
- The ability to maintain a high level of professionalism and confidentiality
- Excellent communication skills, written and verbal
- Ability to work independently, show initiative and work productively within a team environment
- Ability to communication with a diverse range of people.
- Current NSW Driver's License.

**Desirable:**

- Previous experience in a medical reception position.
- Previous experience in the use of Pracsoft and Medical Director.
- Working knowledge of Windows based software systems (e.g. Word, Excel).
- An understanding of the Medicare Benefits Schedule (Medicare Billing).
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders.
- An understanding or experience in general practice accreditation and standards.

**Hours Of Work****Shifts:**

*The Practice is open from 8:00am to 6:00pm Monday to Friday and 8:30am to 1:00pm on Saturday. Shifts will be between these hours. Some routine shifts rostered are:*

*7:45am – 2:00pm*

*8:00am – 5:00pm*

*8:30am – 5:30pm*

*9:00am – 3:00pm*

*9:00am – 6:00pm*

*9:30am – 6:30pm*

*Saturday*

*8:30am – 1:00pm*

However, it is expected that our staff will work extra time on occasions if this is required to deliver essential patient care.

**Breaks:** Either 30 minutes or 1 hour (depending on hours worked) for lunch and 10 minutes each for morning and afternoon tea to be taken in shifts with other staff.

**Appointment Factors**

The successful applicant will be required to:

- Undertake a pre-employment interview.
- Provide appropriate references for contact as requested by the practice.
- Participate in the practice orientation or induction program.
- Participate in a performance appraisal process as required.
- Actively contribute to the development of a culture consistent with the values of MyPrac/Your Health Griffith.
- Undertake CPR training.

**Other features:**



- Permanent position with a qualifying period of 6 months.
- Professional development provided or expected.
- Potential for contact with hazardous material such as blood & body fluids.
- May be required to have some immunisations.

**Date:**