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| **Position Description – General Practice Receptionist** |
| **Position title:** Medical Secretary / Receptionist | **Reports to:** Practice Manager |
| **Purpose of position:** To organise appointments, maintain records and perform medical and other tasks in order to ensure a smooth and efficiently functioning practice that provides an exceptional standard of care to our patients. All duties are to be carried out in conjunction with the practice’s policies and procedures. |
| Responsibilities  |
| **Reception*** Open and close clinic.
* Greet patients and other callers at the practice in a courteous and efficient manner.
* Answer the telephone promptly and courteously.
* Schedule appointments for patients.
* Issue patient invoices/receipts and bulk bill as required.
* Enter and update patient registration details.
* Manage calls from patients wanting test results by referring them to the practice nurse on duty.
* To exercise confidentiality with regards to patient care and all aspects of the practice.
* Maintain reception area in a tidy and welcoming manner.
* Ensure registration forms, practice information sheets, and information displays are correct and adequately stocked.
* Assist doctors and nurses by making telephone calls, photocopying, etc., as requested and required.

**Administration*** Prepare and record outgoing mail and posting daily.
* Open and distribute incoming mail.
* Type medical reports as required.
* Scan and/or file patient correspondence, results daily, or as required.
* Ensure computer back-up hard drive is changed daily.

**Other Duties*** To actively participate in general staff meetings.
* To attend training sessions in-house and external courses when required.
* General housekeeping such as tidying and cleaning of waiting room when necessary.
* Undertake other duties as required from time to time as directed by the practice manager, nurses and doctors.
* Maintain knowledge of, and comply with, workplace health and safety principles including infection control.
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| 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.
* Always be 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.
* Demonstrate commitment to ongoing professional development.
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