

TEMPLATE

Position description: Medical receptionist

Introduction

The following position description provides a broad range of items for a Western Australian rural general practice to consider when developing a position description for a medical receptionist.

Position description templates should be modified to suit specific practice and position needs.

For example, your practice may find that some selection criteria items for the position are more essential than desirable and vice versa.

Position relationships

Consider and include the following where applicable:

- Position title
- Position responsible to
- Positions with direct responsibility to this position

Selection criteria

Essential

- 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 communicate with a diverse range of people

Desirable

- Previous experience in a medical reception or similar administrative position
- Previous experience in the use of <<insert your practice software>>
- Working knowledge of Windows based software systems (eg, Word, Excel)
- An understanding of the Medicare Benefits Schedule
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders
- An understanding or experience in general practice accreditation and standards

Key responsibilities

Duties

In accordance with the practice policies and procedures:

- Answer the telephone in a courteous and professional manner
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs, other health professionals and their staff
- Make appointments
- Fax, scan, and file documents
- Prepare documents for mail-out
- Open, stamp appropriately and distribute incoming mail
- Type documents as required with a high level of accuracy

- Place orders for stationery and/or clinical supplies as directed or monitor stationery and/or clinical supply levels and place orders as required maintaining a working supply at all times.
- Book and organise staff and/or doctors meetings as directed
- Participate in ongoing professional development activities
- Contribute equitably to maintaining the cleanliness of the practice
- Maintain practice dress standards
- Any other administrative duties as directed by the Practice Manager or Principal doctor(s)
- Handling of cash, EFTPOS and other payments
- Ensure the practice building, rooms, car park and gardens are clean, tidy and accessible to all

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

Position Review

This position will be reviewed in three months initially and then on an annual basis

Applicants require

Current CPR training undertaken within the past three years or willingness to participate in such training

- A current Criminal Record Screening
- Work rights in Australia or be eligible for such

Hours of work

This position requires an average <<insert hours>> hours per week. However, from time to time the employee may be required to work reasonable additional hours, as necessary to fulfill the requirements of the position, or as requested by the employer. This may include working outside of business hours, during weekends and / or on public holidays.

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 <<insert the employer>>

References

South Eastern Sydney Medicare Local.

www.semlocal.org.au [viewed online 10 May 2013]

http://www.semlocal.org.au/uploads/all-documents/Practice_Support/Practice_Staff/GPS_Medical_Receptionist_Job_Description.pdf