

Job Description and Duties: Medical Receptionist

Job Purpose

To provide a welcoming face to the organisation and provide excellent customer service care to our consumers and their family/whanau.

Staff responsibility

Peer support to other reception and centre staff

Functional relationships with:

- The centre's Administrator
- The centre's General Manager
- General practitioners and nurses providing services

Key tasks and duties

1. Ensuring service is provided to consumers in accordance with the appropriate professional and company standards.

This will be achieved by:

- Understanding and using the procedures for documenting in financial and health records and maintaining the accuracy of consumers' demographic information
- Ensuring that appropriate customer service is provided during phone and person to person contacts with health care consumers, other staff members and external suppliers
- Ensuring appointments and payments for services are managed accurately
- Processing enrolment forms, consumer information forms, and transferring information to other practices if required
- Understanding and using practice manuals relating to clerical and operational matters
- Ensuring incoming and outgoing mail is processed promptly
- Performing typing, scanning and filing duties accurately
- Ensure accurate reconciliation and banking of cashed received
- Responding to consumers concerns or complaints by recording these or referring the person to another team member
- Ensuring your reception services are provided in accordance with the Code of Health and Disability Services Consumers' Rights 1996 and the Privacy Code 1994.

2. Provide a safe environment for consumers, visitors and other staff

This will be achieved by:

- Understanding and promoting emergency procedures such as fire response and evacuation in accordance with statutory requirements
- Knowing and using triage procedures for unwell or “walk-in” consumers
- Maintain a current CPR certificate
- Reporting the incidence of events, incidents, and accidents, as per company policy and participation in prevention strategies
- Anticipating and reporting any occupational health and safety risk to consumers, staff or visitors (including stress and fatigue)
- Taking responsibility for your own personal health and safety and ensuring that your work practices do not provide a hazard to others
- Ensuring the centre is opened and closed in a manner that maintains your security and that of the premises.

3. Maximise the education and development of peers and self

This will be achieved by:

- Participating in your annual performance appraisal and setting work and personal goals for the coming year
- Supporting new colleagues through their orientation and induction processes
- Attending education sessions provided for your ongoing development.

4. Managing all clerical resources in an effective and cost efficient manner

This will be achieved by:

- Participating in the development of the reception roster
- Notifying the appropriate person if clerical supplies are low
- Ensuring all clerical related equipment is used correctly and notification of any faults or problems
- Problem solving as needed in regard to computer systems, fax machines, photocopiers, printers and EFTPOS machines.

5. Promote, monitor and participate in all quality improvement activities

This will be achieved by:

- Offering suggestions on how the quality of service can be improved
- Passing on feedback from consumers or other providers to the appropriate people
- Participating in practice accreditation activities.

6. Any other duties the Employer may reasonably require the Employee to perform.

Qualifications/Experience

- Medical centre reception or other health related clerical work an advantage.

Essential skills

- Knowledge or willingness to learn the Med Tech 32 Patient management computer system
- A strong customer service ethic.

Personal Attributes

- A friendly 'can do' attitude
- Tolerance of a lot of people contact
- Ability and willingness to work positively as a member of a team.