

**ATTACHMENT: POSITION DESCRIPTION**

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**Position:** Medical Receptionist, Administration – Clerical

**Date:**  March 2021

**Responsible to:** Business Manager

Practice Owner – Dr Noel Cunningham

**Hours of work:** Refer to Employment Agreement

**Award:** Health Professionals & Support Services Award 2020 and NES

The role of the Medical Receptionist, Administration – Clerical is to facilitate the care of the patients of the clinic by providing a positive patient experience effected by a warm, welcoming and professional service to our patients. This role supports both medical and non-medical staff in the delivery of high-quality patient services. The position includes reception and clerical duties to be completed according to priority and is integral to the success of the medical centre.

**Key Selection Criteria**

**Essential**

* The ability to maintain a high level of professionalism and confidentiality
* Excellent communication skills, written and verbal, with a diverse range of people
* Self-confidence and control to deal with potentially stressful situations
* Flexibility to cope with day-to-day variation of tasks and technology changes
* High level computer and keyboarding and numeracy skills
* Ability to prioritise tasks
* Understanding of confidentiality regarding patient, staff and clinic details
* Flexibility in working hours
* High level of personal presentation
* Commitment to professional development and willingness to undertake training as required to meet the needs of the practice
* Ability to work independently, show initiative and work productively within a team environment

**Desirable**

* Relevant experience in similar position
* Previous experience in the use of Best Practice software
* Understanding of medical terminology, medical and allied health professional organisations and stakeholders
* Experience with Microsoft Word and Excel
* An understanding of the Medicare Benefits Scheme
* An understanding or experience in general practice accreditation and standards
* Certificate III or higher in health-related field

**Responsibilities**

**Reception**

* Welcoming and registering patients, ensuring computer details are up to date
* To fulfil the reception role with a friendly, caring and professional attitude at all times with a genuine desire to provide exceptional patient care.
* Answer the telephone in a courteous and professional manner; dealing with enquiries, taking messages accurately and succinctly when necessary with an ability to deal with more than one phone call at a time
* Scheduling appointments for patients
* Correct billing of patients with expectation of account settlement on-the-day, for privately billed patients
* Ensure that patient accounts are maintained and updated correctly and report any abnormalities or problems
* Be able to distinguish between routine and emergency situations and triage patients according to established protocols
* Be aware of doctors running behind schedule and informing patients accordingly to minimise patient distress/discomfort
* Keep waiting room, front desk and office area clean and tidy
* Ensure completion of patient feedback/satisfaction surveys
* Undertake other duties as required from time to time

**Clerical**

* Support for medical staff including contacting specialists, hospitals, ambulances, retrieving patient files and other tasks as required from time to time
* Distribution and filing of practice correspondence including computer scanning of incoming correspondence and filing on patient computer record
* Assist with the preparation of doctors’ rooms in readiness for patient consultations (remove soiled linen/instruments, change sheets/pillowcases, tidy desk, top up script & pathology pads, etc.)
* Facilitate the transfer of patient records according to established protocols
* To assist with the preparation for visiting allied health and specialist staff, ensuring consulting rooms are ready and paperwork is prepared as required.
* To assist with payroll and accounts as required.

**Safety and quality and culture**

* 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 workspaces are conducive to a safe and practical work environment
* Work to clinical governance processes and standards.
* Actively contribute to the development of a culture consistent with the values of the practice.

**Expected behaviours and personal attributes**

* Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs
* To maintain absolute confidentiality regarding patient and practice information
* To be committed to ongoing professional development, education and training
* To liaise effectively with other staff to ensure that adequate communication is maintained and problems and difficulties are resolved
* To work cooperatively and independently with a flexible approach and friendly attitude
* To have a vigilant attitude to accuracy, being prepared to double check as necessary
* To undertake all duties in a diligent manner, with honesty and integrity
* To resolve patient issues of a simple nature, or to refer such issues to the appropriate Manager
* To attend workshops hosted by the Macedon Ranges and North West Melbourne Primary Healthcare Network relevant to the reception/clerical role
* To adhere to Workplace Safety (OHS) regulations including a basic understanding of infection control principles
* To attend staff meetings and participate during these meetings
* To have a high standard of personal presentation at all times. This includes wearing appropriate clothing (including uniform shirt) and footwear.

**Leadership roles within our organisation (who is responsible)**

Infection Control – Nursing team

Vaccine management and cold chain – Nursing team

Environmental cleaning and workplace safety (OH&S) – Business Manager

Computer systems, information technology, information management – Business Manager

Quality, risk and safety –Business Manager

Clinical governance – Dr Noel Cunningham