# JOB TITLE – MEDICAL RECEPTIONIST

**MAIN PURPOSE OF POST**

To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other members of staff. This will include both telephone and face to face contact.

**SPECIAL REQUIREMENTS FOR POST**

* An understanding, acceptance and adherence to the need for strict confidentiality.
* An ability to use your own judgement, resourcefulness, common sense and local knowledge to respond to patient enquiries and requests.
* Excellent communication skills.
* A high standard of punctuality and neatness.

## RESPONSIBLE TO: Practice Manager and the Finance and IT Manager

## MAIN DUTIES & RESPONSIBILITIES OF THE POST

**1 RECEPTION DUTIES**

a) Ensure appointment system is properly organised and monitor flow of patients into consulting/treatment rooms

b) Ensure patients without appointments, but who need an “urgent consultation” are seen in a logical and non-disruptive manner

c) Explain practice arrangements and formal requirements to new patients and those seeking temporary medical cover, ensure procedures are complete

d) Advise patients of relevant charges for private services, accept payments and issue receipts

e) Respond to all enquiries and requests for assistance from patients and other visitors

f) Enter requests for home visits in the diary, stating time request received and include all relevant information and where necessary inform the doctor on call

g) Action requests for ambulance transportation and other social services

h) Ensure reception and waiting areas are kept neat and tidy at all times

**2 COMPUTER**

a) Be familiar with all aspect of appointments, registration, patient history, surgery lists and recall systems as are necessary to carry out daily duties

b) Record contacts with patients by telephone in accordance with practice protocol

c) Be familiar with all aspects of scanning system including indexing, workflow and management of clinical correspondence

d) Back-up the computer system in accordance with practice protocol

**3 EMERGENCY SITUATIONS, PROBLEMS AND DIFFICULTIES**

a) Be familiar with responding to a patient in an emergency

b) Respond appropriately to a patient who is rude, aggressive or difficult in accordance with the practice Zero Tolerance procedure

c) Be familiar with the Practice Complaints Procedure

**4 MANAGEMENT OF APPOINTMENT SYSTEM**

a) Ensure total familiarity with appointment system

b) Book appointments ensuring sufficient information is recorded to retrieve correct patient

c) Monitor effectiveness of the system and report any problems or variations required

**5 DISTRIBUTION OF INFORMATION TO PRIMARY HEALTHCARE TEAM**

a) Have the ability to identify the appropriate member of the practice team for:-

b) Discharge/out patient hospital letters

c) Other letters/information

**6 OPERATION OF TELEPHONE SYSTEM AND MESSAGE TAKING**

a) Receive and make calls as required in a courteous manner. Divert calls and take messages as appropriate

b) Inform patient of times when doctors are available for telephone consultations

c) Ensure system is operational at the beginning of each day and operational at 6pm.

**7 RECEIVE AND DIRECT VISITORS**

a) Receive and Direct Visitors in accordance with the practice protocol

b) Ensure the Reception Desk is always manned

8 **DEALING WITH PATIENT REQUESTS FOR REGISTRATION**

a) Ensure practice arrangements and formal requirements are explained to patients requesting registration

b) Ensure they are given the appropriate paperwork

c) Give a practice booklet

**9 ORGANISE AMBULANCE/OTHER TRANSPORT FOR PATIENTS**

a) Ensure request for routine ambulance transportation is made correctly

b) Telephone routine requests through to appropriate ambulance control centre

c) Telephone emergency/urgent requests through to control centre having the relevant information available e.g. “blue light” or within two hours and related problem

d) Enter details of ambulance request on patient computer records including date and time requested and reference number provided by ambulance control

**10 DIRECT PATIENTS TO APPROPRIATE HEALTH CARE PROFESSIONALS FOR ADVICE**

a) Be aware of the services the practice provides in relation to health improvement/chronic disease management

b) Keep up with practice leaflets

c) Know relevant potential sources of information inside/outside the practice

d) Health promotion material

**11 CONSULTING ROOMS/STATIONERY**

a) Check Drs and nurses consulting rooms at the end/start of day to ensure adequate supplies of stationary including prescriptions and PPE

b) Check all equipment is switched on/off including computers

c) Keep own work area clean and tidy

d) Ensure adequate supplies of paper are available for the fax machine and photocopier

e) Identify person responsible for ordering stationary and consumables

f) Procedure for receiving, checking and storage of stationary and consumables

**12 MAIL HANDLING**

a) Open and distribute incoming mail in accordance with protocol

b) Mail from outside the practice

c) Circulars and hand delivered mail

d) Prepare outgoing mail

e) Routine, Urgent items

f) Awareness of availability of stamps and identification of persons responsible for ordering

g) Know/learn how to use electronic mail, including faxing and e-mail

**13 RECEIVE TELEPHONE CALLS AND ELECTRONIC MAIL**

a) Ensure confidentiality is maintained whilst making/receiving calls by using ability to put caller on hold

b) Receive and make calls as required

c) Divert to appropriate people

d) Take and record messages in accordance with protocol

e) Ensure system is operational at the beginning/end of each day

**14 ADMINISTRATIVE PROCEDURES**

Be aware, assist and ensure practice protocols are met when dealing with the following:-

a) Patient change of address

b) DLA forms

c) Sick lines

d) Medical/Insurance reports

e) Private medicals

f) Requests for letters

g) Contacting hospitals/out of hours

h) Local development schemes e.g. flu campaign

i) Recording out of hours information

j) Booking inerpretor

k) Filing of prescriptions/new patient information

l) Make up new patient charts

m) Retrieving and re-filing of medical charts

**15 START AND END OF DAY PROCEDURES**

a) Open premises at the start of the day, switch on computers, prepare consulting rooms and make all necessary preparations to receive patients

b) At the end of the day ensure computers are switched off, secure premises, making sure all windows are closed, ensure telephone has moved to OOH message, activate alarm and secure premises

c) Clear Dr’s tray as appropriate

1. **OTHER**

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or the Manager

**Personnel Specification**

Medical Receptionist

|  |  |  |  |
| --- | --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | At least 5 GCSE Grade A-C (or equivalent) | N/A | Application Form |
| **Experience** | At least two years in Secretarial/reception work | Experience in medical background an advantage  Experience in Vision | Application Form  References  Interview |
| **Training** | Experience in use of Microsoft Office Applications |  | Application Form  References  Interview |
| **Special Knowledge/Skills** | Good verbal and written communication skills  Able to prioritise work | Experience of a busy switchboard | Application Form  References  Interview |
| **Personal Circumstances** | Able to be flexible in times of sickness and annual leave |  | Interview |
| **Physical Requirements** | Able to communicate effectively verbally |  | Application Form  References  Interview |
| **Attitudes and Dispositions** | Polite and friendly manner  Tidy appearance |  |  |