

JOB DESCRIPTION

JOB TITLE:	Medical Receptionist
REPORTS TO:	Practice Manager/Deputy Practice Manager
RESPONSIBLE TO:	The Partners
HOURS:	Part-time, to be agreed.

Job Summary:

The special requirements for this position are the ability to use own judgement, to be able to work under considerable pressure without direct supervision, to have resourcefulness, reliability and flexibility, to have excellent communication skills and patience and to at all times observe strict confidentiality.

MAIN DUTIES AND RESPONSIBILITIES

Duties may vary from time to time under the direction of the Practice Manager, dependent on current and evolving Practice workload and staffing levels: The duties and responsibilities to be undertaken include the following:-

- As the first point of contact at the Reception Desk, ensure an effective and efficient service is provided to patients and visitors to the Practice.
- Deal with all general enquiries, explain procedures and make new and follow-up appointments with the appropriate clinician.
- Use own judgement and communication skills to ensure that patients with no prior appointment, but who need urgent consultation, are seen in a logical and non-disruptive manner.
- Explain arrangements and formal requirements to new patients and those seeking temporary care.
- Take prescription requests and queries to forward to the Prescription Clerk.
- Advise patients of relevant charges for private services, accept payment and issue receipts.
- Accurately retrieve and file patient records where required.
- Undertake any other additional duties appropriate to the post as requested by the Partners.
- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures.
- Initiate contact with and responding to requests from patients, other team members and associated healthcare agencies and providers in line with specific directions.
- With other team members, support the Patient Participation Group.
- Update patients' medical records with new contact details, etc.
- Support colleagues with the registration and deduction of patients.
- Other duties as directed by the manager in support of the Practice and appropriate to current skills and experience.

The purpose of the role is to:

- Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of admin support to clinical staff and other members of the Practice team
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance across all areas of work
- Discuss with other members of the team how the policies, standards and guidelines might be improved following review
- Participate in audit where appropriate