

MEDICAL RECEPTIONIST JOB DESCRIPTION



TITLE: Medical Receptionist

RESPONSIBLE TO: Reception Team Leader

INTRODUCTION: There are 8 GP partners in the Practice serving a patient population of approximately 9,100. Patients are also looked after by a team of 2 Practice Nurses and 2 Health Care Assistants. We also have ST1 and ST3 Doctors in training who are attached to the practice.

JOB PURPOSE: To provide a point of contact for patients and other visitors to the practice and act as a focal point of communication between patients, doctors and other medical staff. To provide a high standard of customer service in order to support the patient's journey through medical care and to ensure that any patient requests are handled sensitively and effectively. The receptionist/administrator is the true "frontline" of primary care, being the first people to have contact with the patient. As first point of contact, the impression created by the administrator / receptionist on the patient will have a significant impact, therefore it is extremely important that s/he is both efficient and effective.

Main Duties and Responsibilities

- At reception area, note patient arrivals, deal with patient enquiries, make future appointments, and deal with visitors.
- Distribution of completed prescriptions to patients and chemists and maintain cleanliness of the reception area.
- By telephone, make and cancel appointments, deal with patient queries, take requests for house calls and pass on any messages
- Carry out general administrative duties, including giving out results to patients, processing correspondence including scanning letters, results, reports etc and workflowing to appropriate GPs.
- Enter all messages for doctors, nurses, etc in appropriate place on computer, stating all relevant information.
- Process prescription requests.
- Use of practice computer system – input data from hospital letters and results, type standard letters as necessary and input data onto patients medical record.
- Ensure emergency calls are dealt with promptly and efficiently ensuring the appropriate doctor is informed and all details recorded on the computer
- Inform patients of relevant charges for private services, accept payment and issue receipts for same.

- Answer queries from patients regarding related health documentation and help patients with difficulties to complete required documentation, e.g. for registration.

Systems and Equipment

- All reception/admin staff are required to be able to use the practice Vision and Docman computer system, scanner and photocopier. They also must be fully conversant with the practice telephone system and be able to put calls on hold, divert calls and take messages as appropriate.

Communications and Relationships

- Administrators/Receptionists require to communicate effectively with patients, visitors, doctors, health visitors, community nurses and other NHS staff based at the hospital, i.e. consultants, secretaries and admin staff. They need to be able to demonstrate understanding of patients with multiple problems who may have difficulty in communicating with them and also be able to cope with the ever demanding patient.

Decisions and Judgements

- Ability to work without direct supervision and determine own workload priorities together with being able to multitask efficiently.
- Ability to work within a team structure.
- An understanding, acceptance and adherence for the need for strict confidentiality.
- Excellent communication skills.
- A sense of humour!