



## POSITION DESCRIPTION

### Position Title: Senior Medical Receptionist

#### Purpose of Position:

A Medical Receptionist is an **important member** of a **Professional Health Team**. He/she is the **first person** of the team that the patient sees and/or speaks with over the telephone. The **Senior Medical Receptionist** has additional skills and knowledge that enable him/her to assist the reception team in achieving excellence in their roles. This role is suited to someone who is interested in advancing their career in the Medical Administration field.

**Reports to:** Practice Manager

#### Role Summary:

Responsible for ensuring the professional image of the practice is maintained by giving excellent service to patients, Principal/s, Practice Manager, and other members of the Practice team.

#### Qualifications / Experience:

##### Background Knowledge (desirable)

- Understanding of the current and future role of GPs in the health care industry
- Understanding of General Practice Accreditation
- Understanding of the Privacy Act
- Understanding of the role of allied health practitioners and their relationship with General Practitioners
- Understanding of the scope of the role of Medical Receptionist
- Current First Aid Accreditation desirable

In addition to the medical receptionist duties, the **Senior Medical Receptionist** also has:

- a comprehensive knowledge of reception in a General Practice setting
- an advanced understanding Best Practice clinical software
- an understanding of the business operations of a medical practice
- a proactive, insightful approach to tasks and managing workloads
- the ability to inspire trust, be empathetic and approachable
- ensures tasks are completed accurately and in a timely manner

#### Award & Classification:

Health Professionals & Health Support Services Award 2010 – classification will be based upon experience.

#### Organisational Environment / Reporting Relationships:

The Senior Medical Receptionist is accountable to the Practice Principals, the Practice Manager and Office Manager(s).

#### Performance Review and Development:

A performance review will occur with the Practice Manager (3) months from commencement of employment and then at the end of the Probationary Period being (6) months. Then annually or earlier if required. Review criteria will be based on the Key Performance Indicators (KPI's) as outlined.

The following is a list of duties to be undertaken by the Medical Receptionist. From time to time he/she will be expected to undertake relief work, and tasks may vary from those listed. All designated tasks are to be performed to a satisfactory standard.

## **Primary Responsibilities:**

### **KPI 1 – Senior Receptionist Responsibilities.**

These include, but are not limited to the following:

- Supervise workflow for reception, including providing direction on priority of task completion.
- Monitor workload of reception to meet daily demands, assign tasks as required to reception team to ensure practice needs are met
- Liaise with Office and Practice Manager regarding workload management issues or concerns

### **KPI 2 - General Reception Operations**

These include, but are not limited to the following:

#### **Appointments**

- Manage appointment system
- Manage consultation documentation on patient's arrival and departure
- Advise patients of waiting times
- Arrange tests or specialist appointments where directed

#### **Triage and Medical Emergencies**

- Identify medical emergencies appropriately and follow practice procedures
- Notify doctor immediately in case of medical emergency
- Call ambulance or other appropriate emergency service in case of medical emergency

#### **Billing and Account Management**

- Manage accounts accurately and consistently
- Inform patients about billing policies
- Manage private and bulk billing systems
- Process credit card and Eftpos payments for private billing, if required
- Process third party billing (eg pre-employment medicals)
- Complete end of day reconciliations and prepare banking documentation
  - Understand the Medicare Benefits Schedule (MBS)
  - Understand the importance and role of item numbers
  - Understand exclusions from the Medicare system
  - Manage difficulties with the Medicare system, eg lost cards, new-borns, foreign nationals requesting assistance, new card numbers and patients separating from family card
- Understand alternative funding bodies, including Department of Veterans' Affairs (DVA), Workers' Compensation, and relevant state-based authorities.

#### **Records Management**

- Manage medical records and data systems
- Track test results and reports from specialists in conjunction with Practice Nurse / Practitioner
- Manage patient recall systems under the direction of the Practice Nurse / Practice Manager
- Maintain the security of patient record systems

#### **Maintenance of the Physical Environment of the Practice**

- Open and close the practice (beginning and end of day procedures)
- Maintain the appearance of the practice, (consulting rooms, tidying waiting room and kitchen)
- Re-stocking of Practitioners Rooms as per Practice procedure
- Monitor supplies and stock control

### **KPI 3 – Working as part of the PartridgeGP Team**

#### **Teamwork and Communication**

- Maintain a cooperative working relationship with all staff
- Ensure behaviour is free of harassment, discrimination or victimisation towards any other person
- Handle incoming mail / facsimiles and emails effectively and in a timely manner
- Document communications with patients in line with Practice procedures
- Manage telephone communications professionally, and communicate them to team members in line with Practice procedures
- Communicate effectively with patients from English and non-English speaking backgrounds
- Handle complaints in line with Practice procedures
- Effectively manage patients who demonstrate challenging behaviours
- Use information technology where appropriate for practice functions

### **KPI 4 – Code of Conduct (refer to PartridgeGP Code of Conduct Booklet)**

These include, but are not limited to the following:

#### **Privacy and Confidentiality**

- Maintain patient and practice privacy and confidentiality
- Maintain confidentiality of information in compliance with privacy legislation
- Awareness of the principles of medical ethics

### **KPI 5 – Working Safely at PartridgeGP**

#### **Workplace Health & Safety**

- Contribute to the security and safety of the practice environment
- Minimise public risk in the clinic
- Comply with Work Health and Safety (WHS) policies and procedures and the OH&S Act
- Be familiar and act in accordance with infection control guidelines
- Handle contaminated waste appropriately
- Handle non-contaminated waste appropriately
- Maintain and understand the Practice Emergency Evacuation Procedure
- Knowledge of location of Distress Alarms and understand the use and related procedures
- Maintain regular checking of the environment and equipment to ensure safe, effective and efficient practice
- Handle all equipment and manage consumables with regard to the safety of self and others

### **KPI 6 – Continuous Quality Improvements and Risk Management**

- Participating in the Practice Accreditation Process and assisting with the development and review of Practice Policy and Procedures relating to Medical Reception Operations

#### **AGREEMENT**

I have read, understood and agree to comply with this Position Description. It is recognised that this Position Description does not attempt to highlight and/or detail all aspects of the position described; And that the duties of the position are not necessarily limited by the elements of the specification.

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Signature of Employee

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Signature of Practice Manager