

## Objective

Our aim, as Principals of Grantham Street General Practice, is to provide high quality general practice services to our patients, their families and our community.

The **Medical Receptionist** is a key member of the practice team, assisting the practice to:

- provide high quality patient centred clinical care through respectful and professional running of the front office and reception
- work closely with all members of the practice team to serve our patients and their families
- maintain good will with our patients and our community

## Principal Accountabilities of Medical Receptionist

The **Medical Receptionist** is accountable for welcoming and greeting all patients and visitors to Grantham Street General Practice, in person and over the phone, with courtesy and respect.

The **Medical Receptionist** will work closely with the practice team including the **Office Manager, Bookkeeper Practice Support** person and the clinical team. Overall, the practice team are accountable to the Principals of Grantham Street General Practice for:

- key responsibilities as listed in duties and tasks below
- maintaining a high level of professionalism and confidentiality
- excellent communication skills, written and verbal
- ability to work independently, show initiative and work productively within a team environment
- ability to communicate with a diverse range of people, with courtesy and respect

## Duties & Task Types

Duties and Tasks may change from time to time depending upon business needs and changing roles. Refer to **Reception Manual** for detailed procedures and tasks in particular:

- **Opening Procedure Checklist**
- **Closing Procedure Checklist**
- **Genie & Daily Back Up Procedure**
- **Restarting the server and Genie**

## Front Reception

- Welcomes and greets all patients and visitors to Grantham Street General Practice with courtesy and respect

- Answer the telephone in a courteous and professional manner using excellent telephone etiquette:
  - ❖ Active listening – rephrase and check information; try not to interrupt; focus on the speaker
  - ❖ Good phone manners – answer with your name and by the third ring
  - ❖ Maintain confidentiality
- Make appointments for patients, register new patients, and update current patient demographics
- Assist with registering patients for their electronic medical record (My Health Record)
- Facilitate patient flow by notifying the practitioner of the patient’s arrival, being aware of delays, and communicating with patients and clinical staff.
- Issue billing, accounts and receipts to patients accurately. Check with doctor, nurse or allied health staff if uncertain re billing

### *Opening Procedure*

See **Opening Procedure Checklist**.

**Note:** Priority is to settle Tyro machine, print out receipt and transaction listing daily. Print banking report and reconcile with EFTPOS settlement. Ensure BATCH is SEALED.

### *Daily Tasks*

- **Medicare batching, retrieving, exceptions & receipting.** Billing should be checked prior to sending to Medicare (\*Priority)
- **Genie Back Up** as per **Reception Manual** (\*Priority). Change hard drive daily and store safely off site.
- Confirm new patients and SMS all appointments (\*Priority)
- Check Appointment internet booking system is synchronised with appointments and ‘Check-In’ Kiosk is operating
- Check emails and send tasks to doctor, nurse or allied health staff where appropriate
- Scan correspondence (autofax, paper fax and mail) and attach to patient file for doctor, nurse or allied health staff to review
- Check daily billings for accuracy and issue print out to each practitioner
- Record vaccine fridge temperature in log book (\*if no nurse available)
- Banking and change (twice weekly)
- Keep the reception area, waiting room and kitchen clean, organised and tidy

### *Closing Procedure*

See **Closing Procedure Checklist**

### *Weekly Tasks*

- Flu Audit forms to VIDRL (during flu season)
- Restock paper and referral forms in consulting rooms (\*Priority – may need more frequent restocking depending upon need)

- Rubbish and recycling bins (Wednesday)
- Clean staff room fridge (Wednesday)

### *Fortnightly*

- Issue **Recall List** for each doctor or nurse
- Office stock control inventory (referral forms, toners, stationery etc.)
- OSHC (Overseas Student Health Cover) processing
- Clinical meetings for doctors, nurses and allied health staff: 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of the month. Organise lunch

### *Monthly*

- Monthly Whole-of-Staff meeting: 1<sup>st</sup> Tuesday of the month. Organise lunch
- Whole-of-Staff meeting minutes. Circulated to all staff via email
- Change answering machine message after staff meeting
- Defrost fridge monthly (Saturday)

### *Other duties*

- Participate in ongoing professional development activities as appropriate
- Assist with **3 yearly cycle of Practice Accreditation due March 2021** (planning from June 2020)
- Any other administrative duties working with the **Office Manager, Bookkeeper Practice Support** person and Principals.

**\*Note:** Medical Receptionist will assist in covering the absence of other Medical Receptionists in the case of illness or annual leave

## **Safety and Quality**

Safety and Quality are essential to provision of high quality clinical care. The **Medical Receptionist** will:

- 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 work spaces are conducive to a safe and practical work environment
- Work to clinical governance processes and standards

## Relationships

### *Reporting Relationships*

The **Medical Receptionist** will work closely with the **Office Manager** and **Bookkeeper Practice Support** person in the smooth and professional running of the practice and front reception. The **Medical Receptionists** will meet with the **Office Manager** on a regular basis, as determined from time to time.

The **Medical Receptionist** employment will be reviewed within three months from date of commencement, and then on an annual basis.

### *Other Professional Relationships*

The **Medical Receptionist**, as an essential member of the practice team, is responsible for contributing positively to the good working relationship of the team based on values of respect, kindness, courtesy and compassion for each other, our patients and our community.

## Skills & Knowledge

The **Medical Receptionist** is expected to have demonstrated achievement or capability in the following areas:

### **Essential:**

- The ability to maintain a high level of professionalism and confidentiality
- Excellent communication skills, written and verbal
- Ability to work independently, show initiative and work productively within a team environment
- Ability to communicate with a diverse range of people

### **Desirable**

- Previous experience in a medical reception or similar administrative position
- Previous experience in the use of medical software program (currently using Genie)
- Working knowledge of Windows based software systems (e.g. Word, Excel)
- An understanding of the Medicare Benefits Schedule (MBS)
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders
- An understanding or experience in general practice accreditation and standards

<http://medicaloffice.about.com/od/customerservice/tp/8-Responsibilities-of-the-Front-Desk.htm>

<http://medicaloffice.about.com/od/Trainanddevelop/tp/telephone-etiquette.htm>