

## **JOB DESCRIPTION**

### **MEDICAL RECEPTIONIST/RELIEF**

(Some of the tasks detailed below will not be required initially, but will be introduced after training, as required)

#### **Responsible to: Practice Manager/Deputy Practice Manager**

The successful candidate must be capable of performing accurately any function requested of them to assist the practice to run efficiently.

#### **KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED**

- Mature approach with ability to remain calm under pressure
- Ability to maintain confidentiality
- Good telephone and inter-personal skills
- Good standard of general education
- Ability to work with a methodical and careful approach
- Flexibility to adjust work patterns to meet additional workload as it arises

#### **JOB RESPONSIBILITIES**

- To have a thorough knowledge of all practice procedures
- To have a thorough knowledge of the practice area
- To have a thorough knowledge of the practice Fire and Health & Safety Policies
- To work in accordance with written protocols
- To take responsibility for own development, learning and performance through training

#### **JOB PURPOSE**

To provide a friendly and efficient reception service

#### **RECEPTION/RELIEF DUTIES**

- Faxing and photocopying
- Dealing with queries regarding services offered by the practice
- Making telephone calls as requested
- Arranging appointments for medicals and other non-routine appointments
- Taking messages and recording them
- Greeting and directing patients and checking their appointments
- Handing out letters, completed forms, specimen bottles etc
- Accepting requests for completion of forms, e.g. private health insurance claim forms, passports, etc. (check if there is a fee payable and inform the patient of the charge)
- Collecting fees for chargeable items (cash/cheque or chip and pin)
- Generating computerised repeat prescriptions

- Accepting deliveries
- Making routine and urgent appointments
- Dealing with problems and queries from doctors, other staff, attached staff, patients and other agencies
- Scanning of letters and test results on to computerised medical records
- Dealing with electronic transfer of medical records to and from the Health Authority
- Dealing with electronic transfer of hospital results
- Sorting of paper medical notes when received from the Health Authority
- Using the computer to enter patient information
- Processing changes of name or address in accordance with established procedures
- Opening and securing building
- Ensuring patient signatures and ID on relevant forms
- Updating notices and leaflets in the waiting room
- Ordering NHS stationery
- Registering new patients, temporary residents and those requiring immediately necessary treatment
- Collating and recording statistics as required
- Making up New Patient packs
- Printing and making up Practice Booklet
- Sorting signed prescriptions
- Amending documents etc on Word. Printing documents/appointment cards and maintaining supplies
- Tidying incoming notes and data loading
- As part of the reception team, you would be expected to demonstrate flexibility and you may be asked to work in other areas

This job description represents the range of duties required of the post-holder at the time of issue. It is not an inflexible specification and may be reviewed according to need.

## **COMMUNICATION**

The post-holder should recognise the importance of effective communication and strive to communicate effectively with other team members, patients and carers and to recognise people's needs for alternative methods of communication and respond accordingly. This includes the use of the NHS email system as an efficient means of communication

## **HEALTH AND SAFETY**

The post-holder will assist in maintaining work areas in a tidy and safe way and free from hazards. The post-holder will report to a superior anything considered to be a health risk or hazard.

## **CONFIDENTIALITY**

In the discharge of your duties you may often be in possession of confidential/personal information. You must not disclose or discuss such information outside your place of work except in the proper discharge of your duties. You should access/read medical records only in the discharge of your duties and on a need to know basis only. Failure to observe confidentiality may result in disciplinary action.

## **TERMS AND CONDITIONS OF EMPLOYMENT**

As laid down, and amended from time to time, by Family Medical Services.

## **DATA PROTECTION ACT**

Under the provision of the above Act, it is the responsibility of each member of staff to ensure that all computerised personal information relating to patients and other members of staff to which he/she has access in the course of employment, is regarded as strictly confidential. Failure to adhere to this instruction will be regarded as serious misconduct and lead to disciplinary action.