

PAYNESVILLE MEDICAL CENTRE Pty Ltd

Position Description	
Job Title:	Medical Receptionist
Location:	Paynesville Medical Centre Pty Ltd 2/55 The Esplanade Paynesville, 3880
Classification	Health Professionals Support Services Award 2020 [MA000027] Support Services Level 3
Created	July 2021 Update May 2022
Responsible to:	Practice Manager
Position Objective:	<ul style="list-style-type: none"> Contribute to the smooth and efficient functioning of the clinic by providing high quality reception and administration support to the patients, doctors, nurses, and other staff. Undertake all duties in a caring and supportive manner and always provide exceptional standard of care to patients.
Accountabilities /Operational Duties:	<p>1. Key Responsibilities</p> <ul style="list-style-type: none"> Provide personal and telephone reception in a pleasant and consistent manner. Make and record patient appointments. Greet patients and record patient arrival, inform of delays. Answer the telephone in a courteous and professional manner. Liaise with patients and their families in a compassionate manner. Liaise with external providers such as imaging or pathology companies as required for patient care. Receive and accurately convey messages in writing, verbally and electronically. Handling of cash, EFTPOS, and other payments Advise patients of billing policies. Enter, update, remove and maintain patient information on practice management system. Accurately issue invoices and receipts, process payments Preparation of end of day banking and EFTPOS summaries Faxing and photocopying as required Routine cleaning and stocking tasks, ensuring reception, and waiting areas are clean and tidy. Opening of daily mail and sorting Scanning of mail and patient documents, and accurate allocation into doctor's inbox or patient charts Sorting and distributing incoming mail. Prepare and take outgoing mail to post office. <p>2. Other Duties</p> <ul style="list-style-type: none"> Attend and participate in general staff meetings including staff development sessions. Attend training sessions in-house and external courses when required. General housekeeping such as tidying and cleaning of waiting room when required. Work co-operatively with doctors, nursing staff and manager Undertake other duties as required from time to time as directed by the Practice Manager, nurses, and doctors. <p>3. Safety & Quality</p>

	<ul style="list-style-type: none"> Participate in practice risk management and quality improvement processes. Report hazards, incidents and near misses in line with practice policy Maintain knowledge of and comply with workplace health and safety principles including infection control. Always maintain patient and practice confidentiality. Practice duty of care including meeting practice standards and accountability. <p>4. Education and Training</p> <ul style="list-style-type: none"> CPR – Minimum 3 yearly basis
Qualifications and Experience	<ul style="list-style-type: none"> No formal qualifications are required for this position although secretarial and administration qualifications will be taken into consideration. Experience and competence in medical reception and administration Computer literate and flexible with systems Knowledge of medical terminology Knowledge of computer and relevant software applications
Key Working Relationships:	<p>Internal: This position reports directly to the Practice Manager</p> <p>External: GPs, Allied Health Professionals, Healthcare Representatives & Suppliers</p>
Position Specific Competencies: (E) Essential (D) Desirable	<ul style="list-style-type: none"> The ability to maintain a high level of professionalism and confidentiality. [E] Excellent communication skills, written and verbal. [E] Ability to work independently, show initiative and work productively within a team environment. [E] Ability to communicate with a diverse range of people [E] Previous experience in a medical reception or similar administrative position [D] Previous experience in the use of medical software program (currently using Pracsoft [D] Working knowledge of Windows based software systems (e.g. Word, Excel) [D] An understanding of the Medicare Benefits Schedule [D] An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders [D] An understanding or experience in general practice accreditation and standards [D]

I have read, understand, and agree to the above

(Name)

(Date)

(Signature)