



**JOB TITLE:** **MEDICAL RECEPTIONIST**

**MAIN PURPOSE OF POST:** **To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other medical staff.**

**RESPONSIBLE TO:** **Receptionist Supervisor**

**MAJOR DUTIES AND RESPONSIBILITIES OF THE POST:**

1. Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
  2. Have full understanding and working knowledge of the Appointments system and how to access results.
  3. Ensure all areas of reception, consulting rooms and waiting rooms meet with required Health & Safety standards and are ready for use as required.
  4. Any other delegated duties considered appropriate to the post.
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1. Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice.
    - 1.1. Deal with all general enquiries, explain procedures and make new and follow-up appointments.
    - 1.2. Utilise number system to ensure efficiency of appointment systems and monitor flow of patients into consulting and treatment rooms.
    - 1.3. Ensure patients without appointments but who need urgent consultation are seen in a logical and non-disruptive manner.
    - 1.4. Explain practice arrangements and formal requirements to new patients and those seeking temporary services and ensure procedures are completed.
    - 1.5. Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of details and prompt appropriate delivery.
    - 1.6. Enter requests for home visits in the appropriate record, ensuring careful recording of all relevant details and where necessary refer to the Duty Doctor.
    - 1.7. Advise patients of relevant charges for private services, accept payment and issue receipts for same.
    - 1.8. Enter patient information onto computer as required.
    - 1.9. Retrieve and re-file manual medical records, ensuring strict alphabetical order is adhered to. Ensure any appropriate correspondence reports etc. are filed in patients records promptly and accurately.
    - 1.10. Ensure manual records are kept in good repair and kept neat and tidy.
    - 1.11. Action requests for Ambulance transportation and enter details in

- appropriate book.
- 1.12. Ensure reception and waiting areas are kept neat and tidy.
- 1.13. Deal with complaints in accordance with the Practice Complaints Procedures.
- 1.14. Make and serve drinks for GPs during consulting sessions.
- 2. Have full understanding and working knowledge of the Appointments system and how to access results.
  - 2.1. Ensure sufficient details are obtained from the patient or agent to make accurate entries or provide accurate information.
  - 2.2. Ensure all necessary and appropriate detail is included when booking patients in or recording that results have been given.
  - 2.3. Report any problems immediately to your Senior Receptionist.
- 3. Ensure all areas of reception, consulting rooms and waiting rooms meet with required Health & Safety standards and are ready for use as required.
  - 3.1. Secure area at the end of day, ensure it is totally secured and closedown checklist completed and the internal lights are off.
  - 3.3. Report any health and safety risk or concern to the Receptionist Supervisor.
  - 3.4. Ensure that consulting rooms are prepared in readiness for each consulting session.
  - 3.5. Ensure that the consulting rooms are checked at the end of each consulting session and left tidy and secure.

#### **SPECIAL REQUIREMENTS OF THE POST:**

1. An understanding, acceptance and adherence to the need for strict confidentiality.
2. Literacy and numeracy to enable complete accuracy in alphabetic and chronological filing and retrieval.
3. Keyboard skills, ability to enter data accurately onto computer system.
4. Neat legible handwriting to ensure accuracy of communication in written messages.
5. Excellent communication skills.
6. Ability to use own judgement, resourcefulness, common-sense and local knowledge to respond to patients' enquiries and requests.

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