

# THREE SHIRES MEDICAL PRACTICE

## Job Description – Medical Receptionist

<b>JOB TITLE:</b>	<b>RECEPTIONIST</b>
<b>RESPONSIBLE TO:</b>	Surgery Manager/Practice Manager/Partner
<b>RESPONSIBLE FOR:</b>	N/A
<b>JOB PURPOSE:</b>	To provide a high quality, professional reception and administrative service to patients, doctors, staff, colleagues, health service professionals and others. To act as the first point of contact for patients contacting the Practice and to portray the Practice in the highest possible professional basis. To ensure that enquiries from patients are efficiently and courteously handled to the mutual satisfaction of the partners and patients

<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
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1.	Greet patients and visitors to the practice.
2.	Book in, amend and cancel patient appointment inline with practice appointments procedures ensuing optimum efficiency of the appointment system.
3.	Ensure those patients' without appointments but who need 'urgent consultations' are booked into appropriate slots and referred to a GP where necessary.
4.	Receive and accurately record requests for home visits, assessing urgency in accordance with the Practice's protocols. Print off home visit summary sheets.
5.	Ensure computerised appointment system is up-to-date.
6.	Respond and/or redirect all patient and visitor requests accordingly.
7.	Explain practice arrangements and formal requirements to new patients and temporary residents, ensure procedures are completed.
8.	Set-up of new patients onto the computer system.
9.	Advise patients of relevant charges for private services, accept payment and issue receipts for same.
10.	Dispense medicines and repeat prescriptions according to practice procedures and ensure timely distribution of completed prescriptions.
11.	Ensure correspondence, reports, results etc. are filed electronically in correct patient record.
12.	Ensure reception and waiting areas are kept neat and tidy
13.	Re-stocking of information leaflets as appropriate
14.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
15.	Undertake administration tasks as allocated by Surgery Manager.
16.	Action start and end of day procedures.
17.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes).
18.	Check emails and electronic document systems on a daily basis to ensure all tasks are actioned.
19.	Regularly check tasks and emails on emisweb to ensure all messages have been actioned.
20.	Maintain deceased board (manual and electronic). Advise Health Board of deceased patients using emisweb.
21.	Amalgamation of new patient records.
22.	Check fridge logs as per practice policy.
23.	This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties, which may be requested from time-to-time.
24.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.

<b>EQUIPMENT, MACHINERY &amp; SYSTEMS</b>	
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1.	Personal Computer system including internet activity which is utilised as a means of
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	communication both internally and externally.
2.	Practice Clinical System (emisweb) and document management systems to manage and record patient appointments, inputting patient registration data and medication data, accessing patient data as necessary and when undertaking audits.
3.	Photocopying machines/Faxes where applicable.
4.	The post-holder is responsible for, in concert with others, maintaining the accuracy of the Practice's Clinical System (emisweb)

<b>ASSIGNMENT OF WORK</b>	
	<p>The post-holder's work assignment is determined by the requirements of the Practice, GP Partners, the Practice Manager, Surgery Manager and the patients.</p> <p>The post holder will take instruction on a day to day basis from the Surgery Manager. However, the post-holder is expected to be self-directed and self-motivated using their own initiative and requiring minimum input from the Surgery Manager. The Post-holder's work is formally reviewed by annual appraisal.</p> <p>The post-holder must be proactive in forward planning, identifying and implementing improvements within and beyond their key result areas, anticipating and communicating future internal and external requirements.</p>

<b>DECISIONS &amp; JUDGEMENTS</b>	
	<p>The post-holder is required to use her/his own initiative when dealing with problems and to make any reasonable and necessary decisions on events as they occur, including:</p> <ul style="list-style-type: none"> <li>• Establishing and maintaining effective lines of communication with the GPs and Surgery Manager.</li> <li>• Communicating clearly and effectively with staff to aid the smooth running of the Practice.</li> <li>• Responding to requests or queries for support as they arise in an appropriate and timely manner.</li> <li>• Prioritising workload and requests for support.</li> <li>• Making the most effective use of resources available.</li> <li>• Using judgement and experience in helping to determine the relevant urgency of requests for information received from patients and other external organisations.</li> </ul>

<b>MOST CHALLENGING PART OF THE JOB</b>	
1.	Managing the many conflicting priorities that the post requires
2.	Ensuring clear protocols for the prioritisation of work.
3.	Providing and maintaining a professional and effective dialogue with patients.

<b>COMMUNICATION AND RELATIONSHIPS</b>	
1.	Internally with the GPs, Practice Manager and colleagues to help ensure that practice aims and objectives are met.
2.	Internally and externally with colleagues, healthcare professionals and others within the Primary and Secondary Care sectors with regard to the needs of the Practice and the needs of patients registered at the Practice.
3.	Externally with patients registered at the Practice.

<b>PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</b>	
1.	The post-holder is required to have keen hand/eye co-ordination to undertake his/her primary task.

2.	The post holder is required to be methodical and work to a structure, seeing problems through to their satisfactory conclusion.
3.	The post-holder is required to work in a well-organised and professional manner to meet the demands of the work, maintaining concentration and accuracy.
4.	The post-holder is often required to work independently of others and to be self-determined.
5.	The post holder is required to communicate effectively and possess an aptitude for dealing with potentially difficult or demanding situations.

<b>KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</b>	
1.	The post-holder must be understanding and approachable to patients and able to respond to patient requests
2.	The post-holder is required to have well-developed keyboard skills.
3.	The post-holder must be able to communicate effectively and collaboratively across varied staff disciplines.
4.	The post-holder must clearly understand the importance of maintaining patient and data confidentiality.