Adelaide City General Practice

JOB AND PERSON SPECIFICATION

Position Title:	Medical Receptionist
Award:	Health Professionals and Support Services Award 2010
Level of Employment:	Support Services Employee – Level 3 (Modern Award Classification)
Employment Category:	Casual
Award Hourly Rate:	$34.74 per hour casual rate
Position reports to:	Practice Manager
Practice Hours:	Monday to Friday 8.00 am – 6.00pm Occasional Saturday 8.30 am – 1.00 pm Subject to practice needs, receptionist on closing shift may be required to work beyond stated closing hours.

Overview:

The Medical Receptionist is a key member of the practice team and, as the first point of contact for patients is pivotal to the overall patient experience of visiting the practice.

The Medical Reception team is essential for the efficient operation of the clinic's day to day activities. Duties include answering telephones, relaying messages, maintenance and scheduling of the doctors' and practice nurses' activities, the provision of administrative support to clinical staff and for all matters relating to billing, payments, and associated activities.

POSITION DESCRIPTION

Summary of Duties:

1. To welcome patients and all other visitors to the practice in a friendly, courteous, caring and culturally sensitive manner.
2. To present and represent the practice in a positive way at all times.
3. To provide high quality reception and administrative services to patients, doctors and other staff as required.
4. To be responsible for all aspects of patient billing, receipting, preparation of manual and online claims and for liaising with Medicare and other relevant organisations in resolving billing and payment enquiries on behalf of doctors and patients.
5. To maintain confidentiality of all information.

Duties and Responsibilities:

- Answer the telephone and welcome all visitors to the practice in a friendly, courteous and professional manner.
- Prioritise urgency of patient needs using POPGUNS procedure in consultation with relevant clinical staff.

- Receive and convey messages in writing, verbally and electronically.
- Liaise with patients and their families in a compassionate manner.
- Liaise with GPs, allied health professionals and their staff as required.
- Maintain and monitor doctors', practice nurses' and allied health appointment schedules, including follow up and recording of non-attendances.
- Book interpreters as required.
- Bill patients/institutional clients and receive monies.
- Complete online processing and receipting of accounts.
- Process outreach clinics / home visit bulk billing.
- Operate all aspects of the TYRO machine.
- Fax documents and log sent and received faxes.
- Open, record and distribute incoming mail and log and post outgoing mail.
- Scan all correspondence and patient records to relevant doctor's holding file.
- Participate in staff meetings and ongoing professional development activities.
- Monitor cleanliness of toilets, waiting room, consulting rooms and remedy as appropriate.
- Provide administrative support to medical practitioners, allied health professionals and business manager as required.
- Follow up collection of unpaid accounts.
- Data entry and reconciliation of daily takings and banking.
- Complete opening and end of day procedures as relevant subject to rostered shifts.
- Involvement in activities which support the practice in the provision of the highest level of care to our patients, such as accreditation.
- Other duties as may arise to support the efficient day to day running of the practice.

PERSON SPECIFICATION

Qualifications, Education, Experience and Skills:

- Minimum 2 years experience as a medical receptionist – preferred but not essential
- Excellent interpersonal skills.
- Exceptional communication skills, including the ability to relate to, and communicate effectively with people from diverse backgrounds and cultures.
- Ability to work both independently and as part of a team.
- Proficient in the use of Microsoft Office software suite.
- Experience in the use of general practice medical software (Adelaide City General Practice uses Medical Director and Pracsoft) – preferred but not essential.
- High level computer skills.
- Current CPR certificate or willingness to obtain same.
- Current Working with Children check or equivalent or willingness to obtain same.

Essential Qualities:

- Honesty and integrity.
- Ability to maintain confidentiality in all matters relating to patient care and the practice in general.
- Ability to work as a member of a team.
- Flexibility and the ability to adapt to change.
- Uphold a neat and professional standard of dress.
- Willingness to operate within the organisation's policies and procedures.
- Ability to be punctual.

Special Requirements:

- Permanent employees only - the successful applicant may on occasion be asked to work outside their regular hours to meet the needs of the practice.

General

- Cooperate and comply with Occupational Health and Safety policies and programs to ensure your own health and safety and the health and safety of others in the workplace.
- Adherence to the Australian Privacy Principles at the highest level as detailed in the practice's privacy policy.
- Adherence to the practice Social Media and Email Policies.
- All employees have a responsibility to ensure that the principles of equal opportunity are upheld in the performance of their duties and whilst acting as a representative of Adelaide City General Practice and to report any incidents of discrimination or harassment immediately.