

Baltimore Park Surgery

JOB DESCRIPTION

Job Title: **Medical Receptionist**

Accountable to: **Reception Manager**

Hours: **25 Hours per week, times to be negotiated**

Job Purpose: **To put patients in contact with their doctors and other health professionals and to file and retrieve medical records.**

1. Reception duties

- (i) Receiving and routing of patients on arrival.
- (ii) Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, ensure procedures are completed.
- (iii) Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- (iv) Respond to all queries and requests for assistance from patients and other visitors.
- (v) Enter requests for home visits into visit book stating time received and including all relevant information and where necessary refer to the Duty Doctor. Prepare computer printouts for all visits.
- (vi) Preparation of repeat prescriptions as directed by Practice Policy, by hand or by computer and distribution for verification and doctor's signature.
- (vii) Action requests for ambulance transportation and enter details in appropriate book.

2. Management of appointment systems

- (i) Ensure total familiarity with all appointment systems in effect including regular and incidental variations.

3. Management of medical records

- (i) Retrieve and refile records as required, ensuring that strict alphabetical order is adhered to.
- (ii) Ensure correspondence, reports, results etc are dealt with confidentially and filed as appropriate.

4. Operation of telephone system

- (i) Receive and make calls as required. Divert calls and take messages as appropriate.
- (ii) Handle general enquiries and make new and follow-up appointments for Doctors and all Health Professional clinics.
- (iii) Ensure that system is operational at the beginning of each day and switched over to night service and answerphone operational at the end of each day.

5. Start and end of day procedures

- (i) Open up premises at the start of the day, set alarm to day function and make all necessary preparation to receive patients.
- (ii) Secure premises at end of day, ensure the building is totally secured, internal lights off and alarm activated.

6. Any other delegated duties considered appropriate to the post.

- (i) Weekly maintenance of Temporary Resident data
- (ii) Maintaining stationery for Doctors and Reception area. Ordering as appropriate and photocopying
- (iii) Preparing Medical Attendance Reports for Insurance
- (iv) New patient registrations
- (v) Patient change of address