

## Position Description General Practice Receptionist

Swan Hill Medical Group

### Position Description – General Practice Administration Assistant / Receptionist

**Job title:** Administration Assistant

**Reports to:** Office Manager

#### Purpose of position

To organise appointments, maintain records and perform medical & other tasks in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care to our patients.

To provide administrative support to the nursing team.

#### Responsibilities

The following duties are to be carried out in conjunction with the Practice Policy and Procedures manual where applicable.

#### Administration

- Inventory management, particularly clinical and vaccine stocks, including ordering and stocking store rooms
- Ordering stock and vaccines
- Unpacking stock deliveries
- Managing immunisation batches in Best Practice
- Sending immunisation data to the AIR
- Booking health assessments, care plans and vaccine clinics
- Co-ordinating requests for medical histories and treating practitioner reports
- Preparing outgoing mail and posting daily.
- Open and distribute incoming mail.
- Scanning and/or filing patient correspondence, results etc.
- Maintain patient information, delete patients no longer attending and deceased, updating current information, linking family members and unlinking independent children, archiving.
- Other administrative as required

#### Reception

- Open and Close clinic as per set procedure.
- To greet patients and other callers at the Practice in a courteous and efficient manner.
- To answer the telephone promptly and courteously.
- To make appointments for patients following set procedures.
- To issue patients invoices/receipts and bulk bill as required.
- To enter and update patient registrations and patient notes in computer.
- To deal with referring doctors, hospital staff, pharmacists etc. courteously and helpfully.
- To deal with emergencies when necessary, following set procedures.
- Transfer test result calls to office or take message.
- Attend to account queries if possible or refer problem to Practice Manager.
- To exercise confidentiality in regard to patient care and all aspects of the practice.
- Ensure abnormal result policy is adhered to.
- Maintain reception area in a tidy and welcoming manner.

- Ensure Registration, Health Summaries, Patient Information sheets and information displays are correct and current and enough in supply.
- Ensure patients are informed of possible delays.
- Assist doctors and nurses by making phone calls, photocopying etc.
- Check and handle internal emails.
- Fill in roster when staff away on holidays and sick leave.

#### **Other Duties**

- To actively participate in general staff meetings.
- To attend training sessions in-house and external courses when required.
- General housekeeping such as tidying and cleaning of waiting room etc. when necessary.
- To undertake other duties as required from time to time by the Practice Manager, Nurses and Doctors.
- Knowledge of occupational health and safety principles including infection control.

#### **Expected behaviours and personal attributes**

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills.
- Be always well-presented, friendly, courteous and obliging. Represent the practice in a confident and positive manner at all times.
- Undertake all duties in a diligent manner, with honesty and integrity,
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Work cooperatively.
- Demonstrate ability to prioritise and organise, with attention to detail.
- Demonstrate commitment to ongoing professional development.

#### **Education, Qualifications and Experience**

##### **Essential:**

- Basic knowledge of MS Word and Excel and Outlook
- Computer literacy

#### **Hours Of Work**

40 hours per week with an RDO every 4 weeks.

**Breaks:** 1 hour for lunch and 10 minutes each for morning and afternoon tea to be taken in shifts with other staff to ensure continuity of care.

#### **Other features:**

Full-time and ongoing position following 6 month probation period

**Signed:**

**Name:**

**Date:**