**JOB TITLE: MEDICAL RECEPTIONIST - 2 Posts**

**1 x Full-time post - Permanent**

**1 x Maternity Cover - 3 days per week for 9 months**

**RESPONSIBLE TO: PRACTICE MANAGER**

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***CRITERIA***

*5 GCSE’S OR EQUIVALENT INCLUDING MATHS AND ENGLISH – Grade A to C*

*IT LITERATE*

***DESIREABLE CRITERIA***

*1 YEARS PREVIOUS EXPERIENCE IN A MEDICAL OR ALLIED FIELD , HOWEVER TRAINING WILL BE PROVIDED ON SITE.*

**MAJOR DUTIES AND RESPONSIBILITIES**

**A. Reception Duties**

* The practice operates an electronic call system for appointments - Ensure efficiency of appointment system and monitor flow of patients into consulting rooms as and when required.
* Ensure that patients without appointments but who need “urgent consultation” are seen in a logical and non-disruptive manner.
* Explain the formal requirements to new and temporary patients, ensure paper work is completed sufficiently.
* Advise patients of relevant charges for private services, accept payment and issue receipt for same.
* Respond to all queries and requests for assistance from patients and other visitors.
* Enter all requests for home visits onto computer when received as this indicates an audit trail for time received, include all relevant information and contact details. Ensure that home visits are referred to the Duty Doctor immediately if they have already left the building.
* Action requests for ambulance transportation and enter details in appropriate book.
* Ensure reception and waiting areas are kept neat and tidy.
* Action requests for repeat prescriptions ensuring that all appropriate details are taken to enable the Doctor to make recommendations.

**B. Management of Appointment Systems**

* Ensure total familiarity with appointment systems and clinics.
* Book appointments ensuring sufficient information has been taken to identify the correct patient.
* Monitor effectiveness of the system and report any problems or variations required.

**C. Management of Medical Records**

* Drs do not require paper records during normal surgeries, however, records may be required for other purposes. Retrieve and re-file records as required, ensuring that strict alphabetic order is adhered to.
* Ensure any correspondence is filed in correct order if applicable.
* Ensure records are kept neat and tidy and in good repair with all the necessary information on the outer cover.

**D. Operation of Telephone Systems**

* Receive and make calls as required. Divert calls and take messages as appropriate.
* Ensure that the system is operational at the beginning of each day and switched over to night service and answer phone operational at the end of each day.

**E. Typing Duties**

* As and when required, ensuring familiarity with the practice policies for receiving and posting out confidential information.

**F. Any other delegated duties considered appropriate to the post.**

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**Special requirements of the post**

* An understanding, acceptance and adherence to the need for strict confidentiality.
* An ability to use own judgement, common-sense and local knowledge, to respond to Patients’ enquiries and requests.
* Excellent communication skills