

WASHWAY ROAD MEDICAL CENTRE

JOB DESCRIPTION

Job Title:	Medical Receptionist.
Responsible to:	Office team leader
Accountable to:	Practice Manager
Main Purpose of post:	To assist patients in obtaining medical care appropriate to their needs in a willing and helpful manner. To work with the doctors, support staff and other PHCT colleagues, as a team, in helping to achieve a good standard of service for our patients. To work and behave in a way that supports the practice's ethos "to treat others how we ourselves would wish to be treated and to share our learning with others to sustain good quality patient care".
Special Requirements	An understanding, acceptance and adherence to the need for strict confidentiality. An ability to use own judgement, resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests. Excellent communication skills.

PRINCIPLE RESPONSIBILITIES:

Patient Care	Receive patients in a friendly, helpful manner directing them through use of the patient call system. Make surgery appointments for patients, according to their need and with the appropriate health care professional, as per protocol. Accurately maintain patients' basic demographic data on computer. Make hospital out-patient appointments and transport arrangements, as required. Convey results of tests and investigations to patients discreetly and confidentially, according to current protocol. Respond to all enquiries from, or relating to our patients, or other visitors, in a sensitive and helpful manner, where necessary after consulting with a doctor. Pass accurate and timely messages to the doctors and other members of the Primary Health Care Team. Ensure that patients without appointments but who need "urgent consultation" are seen in a logical and non-disruptive manner.
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JOB DESCRIPTION - Medical Receptionist continued -

Ensure that anyone requesting treatment in an emergency is provided with the appropriate care as quickly as possible.

Record requests for home visits according to protocol and take appropriate action for urgent calls.

Explain practice arrangements and formal requirements to new patients and those seeking temporary cover; ensure procedures are completed prior to consultation.

Process requests for repeat prescriptions according to current protocol.

Issue prescriptions and other certificates, discreetly and securely, according to protocol.

Advise patients of relevant charges for private services, accept payment and issue receipt for same.

Organise recall of patients at GPs request, by letter, phone or face-to-face, opportunistically.

General Administration: Open and distribute mail appropriately to current procedure.

Take, record and action telephone messages, promptly, accurately and appropriately.

File medical records and hospital correspondence to current procedures.

Organise and accept patient specimens for onward transmission to path lab, according to current procedure.

Promote online patient access according to Practice policy.

Assist in regularly reporting the team's performance against relevant key performance indicators.

Work towards achieving the year's organisational objectives.

Actively participate in relevant audit topics.

If appropriate, ensure electronic registration transactions with NHSE are processed daily.

Personal/Professional Development:

Understand, adhere to and actively participate in all practice procedures and activities, particularly in relation to:

- * annual appraisal review including meeting personal and training objectives agreed

- * all induction, training and development opportunities relevant to your role

- * team and practice meetings, relevant to your role

- * demonstrating skills and activities to others undertaking similar work

JOB DESCRIPTION - Medical Receptionist continued -

Health & Safety: Understand and adhere to Health and Safety regulations, practice procedures & protocols, particularly in relation to:

- * Display Screen Equipment
- * Infection Control
- * Personal & Practice Security
- * Risk reporting

Information Governance: Understand and adhere to all practice procedures & protocols, particularly in relation to:

- * Confidentiality
- * Data sharing, Data Protection Act, Caldicott principles,
- * Confidential waste disposal
- * Safe & accurate storage of medical records

General Duties: Ensure manual records are adequately maintained with all necessary information correctly recorded on the outer cover.

Help to keep waiting rooms safe, tidy and comfortable.

Understand and adhere to other statutory regulations required of the practice.

Ensure the telephone system is operational at the beginning of the day and answer-phone is operational at the end of the day.

Safely open up premises at the start of the day and make necessary preparations to receive patients.

Secure premises at the end of the day/weekend ensuring that the building is totally secure, internal lights off and alarm activated.

Ensure daily backup of information completed and stored safely according to current procedure.

Work effectively with practice colleagues, agencies and PHCT colleagues to meet patients' needs, relevant to your job role.

Understand and adhere to all practice procedures & protocols relevant to your role.

Understand and adhere to other statutory regulations that are required of the practice, including meeting all necessary standards under our Care Quality Commission registration.

Support the equality, diversity and rights of patients, carers, colleagues and visitors by behaving in a way that recognises and respects others' needs, beliefs, privacy and dignity, according to practice policies, procedures and current legislation.

Participate in serving refreshments to colleagues; clean & tidy afterwards

Undertake additional duties as may from time to time be necessary, commensurate with the post.