

## PRACTICE RECEPTIONIST

### POSITION DESCRIPTION

#### REPORTING

The Practice Receptionist reports to the Practice Manager.

#### RESPONSIBILITIES

1. Opening and closing the surgery
2. Prepare Daily Banking and take to bank.
3. Greeting patients, displaying a friendly and helpful manner.
4. Answering the phone, clearing answering machine, photocopying and faxing.
5. Making appointments, maintenance of appointment system and follow up of patients requiring recall.
6. Creation and maintenance of patient records.
7. Preparing Medicare Claim Forms for signature of patients and forwarding of Medicare Claims for rebate.
8. Electronic data entry of patient details.
9. Scanning of all clinical documents/information into patients computer file.
10. Ensuring computer backup is attended daily.
11. Issuing of patient invoices and receipting of fees.
12. Maintaining Pathology log
13. Collecting and opening mail other than *Private and Confidential* and marking date of receipt, and posting of mail.
14. Informing doctor of letters, reports and scripts to be written up.
15. Take messages and make phone calls on behalf of the GP
16. Tidying reception area.
17. Tidying waiting room at lunch time.
18. Monitoring of stationery and non medical consumables, replacing stock and preparing orders for replacement stock.
19. Ensure adequate supplies of prescription paper/pads, DVA, Medicare, Workcover, Pathology & Radiology request forms etc.
20. Working cooperatively with other practice staff and stakeholders in a team approach.
21. Participating in meetings, staff training and development programs and performance appraisal.
22. Reporting of equipment failure, maintenance requirements and issues relating to Occupational Health and Safety.
23. Strictly observing the principles of confidentiality and security of patient notes and information.
24. Notify the Practice Manager of any complaints or concerns from both practice staff and patients.
25. Maintaining a professional and responsible approach to duties.
26. Other duties as required consistent with the practice receptionists skills and qualifications.

Signed: \_\_\_\_\_

Medical Receptionist

Signed: \_\_\_\_\_

Practice Manager