



JOB DESCRIPTION – Medical Receptionist (Casual)

Position Title:	Medical Receptionist (Casual)
General Purpose of Position: Medical Receptionists play a key role in the successful delivery of care to our patients at Regency Clinic (Services) Pty Ltd. Our Medical Receptionists ensure all patients receive excellent service in a professional and caring environment. They are aware that confidentiality is of utmost importance. The Medical Receptionists work collaboratively with GPs, Practice Nurses, Allied Health Professionals, other Medical Receptionists and Management.	
Key Selection Criteria: <ul style="list-style-type: none">• Understanding of the importance of patient confidentiality• Completion of Grade 12 or equivalent• Understanding of medical terminology• 	
Essential Skills: <ul style="list-style-type: none">• Ability to communicate effectively with doctors, staff and patients• Ability to prioritise and organise workflow effectively• Ability to problem solve within parameters of job description• Ability to protect patient privacy and confidentiality• Ability to work as part of a team as well as independently• Excellent telephone manner• Intermediate computer skills• Knowledge of medical software• Knowledge of Microsoft Office Suite• Previous experience in a private billing general practice	
Desirable Skills: <ul style="list-style-type: none">• Ability to remain calm in a stressful environment• Ability to work in a changing environment• Current Driver's Licence• Knowledge of Zedmed	
Reports to: <ul style="list-style-type: none">• Manager• Senior receptionist	



Duties & Responsibilities – to be completed in line with Policies & Procedure Manual guidelines.

- Answer incoming phone calls in less than 3 rings, maintain confidentiality and politeness during all phone conversations.
- Archive patients who no longer attend this practice
- Assist patients with mobility, literacy, language and comprehension difficulties
- Attend patients as they arrive
- Batch and receipt Medicare claims
- Book, change and cancel patient appointments in keeping with guidelines
- Check fax machine and distribute incoming faxes
- Collect, open, stamp and distribute incoming mail
- Conduct face to face contact with patients with a caring and polite attitude
- Culling of old medical records according to legislated guidelines
- Ensure backup tapes are replaced and log is checked
- Ensure equipment is switched off, windows closed, alarms on and building is secure at end of day
- Ensure messages are complete, details correct and relay in a timely manner
- Ensure patient details are up to date including contact phone numbers, emergency contact, address, cultural background, Medicare and pension card numbers.
- Ensure safety and cleanliness of reception and waiting room areas
- Follow opening and closing procedures
- Follow policy and procedure manual guidelines – bring to attention of Manager any items which are not correct or require updating.
- Follow up on overdue patient accounts
- Invoice and receipt patient transactions
- Maintain confidentiality of patient records by utilising confidential bins, speaking quietly on the phone and not leaving confidential information where it can be viewed by public. Whenever possible conduct confidential discussions away from the reception desk.
- Notify Manager of any incident or potential incident relating to patients or staff
- Participate in meetings, staff training and development and performance reviews
- Photocopying
- Prepare and post outgoing mail
- Prepare banking and take to bank
- Prepare Medicare claims forms
- Receipt incoming payments
- Report equipment failures and maintenance requirements
- Scan incoming correspondence
- Send outgoing faxes
- Store cash in a safe location
- Transfer and receive patient health records
- Type outgoing correspondence
- Work cooperatively with all GPs, nurses, management and administration staff
- Other duties as assigned