



## **JOB DESCRIPTION**

### **MEDICAL RECEPTIONIST**

#### **Main Responsibilities**

- Answering and dealing with telephone enquiries and booking suitable appointments for patients.
- Manage patient queries in a timely, efficient and professional manner
- Signposting patients to the correct clinician and/or service
- Work with confidential and sensitive information, maintaining confidentiality at all times
- To ensure high levels of accuracy are maintained in all aspects of work.
- Liaise with clinical staff, GP's and management to meet patient's needs.
- Process administrative tasks associated with the role upon receiving full training
- Other duties as requested by the Reception Manager, Practice Management or GP's.

Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice. Acknowledge a patient's arrival at the desk within 2-3 minutes of arriving, if the situation is unmanageable at the time due to the amount of patients waiting then advise the patients in the queue you will be with them as soon as possible and call for assistance.

Deal with all general enquiries (at the Front Desk and on the telephone), explain procedures and make new and follow-up appointments. This requires a helpful attitude even when experiencing negative, unresponsive and sometimes verbally abusive behaviour from patients. Never lose your temper with patients; refer to your line manager if you feel unable to help. Be hardworking with a positive attitude. Be able to remain calm and good natured when sometimes faced with challenging situations.

Dealing with 'Tasks' sent to Receptionists for actioning by the Doctors in an efficient, accurate and confidential manner.

Be aware of your surroundings and of the patients in the waiting room. Observe clinics running late, advise patients and offer apologies.

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

Receive and make telephone calls as required. Divert/transfer calls and take messages ensuring accuracy of detail and prompt appropriate delivery. Be polite and helpful at ALL times. If a patient's behaviour becomes unacceptably abusive, refer the call to your line manager. Do not shout or respond in a rude manner to the patient.

Keep your working environment clean, tidy and free from clutter at all times.

Ensure that you provide an efficient, professional and detailed handover to the member of staff taking over from you before you leave your duty.

Practice ethics and the confidentiality of patient records, treatment, etc to be adhered to at all times.

To read and familiarize yourself with the Staff Handbook.

In addition to regular hours, some flexibility in working hours may be required from time to time.

Agreeing to any reasonable requests made by the Doctors, Practice Manager or Reception Manager.

The ability to work under pressure is key to this role

**Medical Receptionist Skills:**

Multi-tasking

Flexibility

Team player

Telephone skills

Customer service

Time management

Organised

Attention to detail

Word processing

Professionalism