**Medical Receptionist**

**JOB DESCRIPTION**

**Job details**

Job Title: Medical Receptionist

Job Category: Administrative Team

Accountable to: 1st line: Practice Manager

2nd line: Niddrie Medical Practice Partnership, currently:

Dr Jean Beckley

Dr Roland Baumann

Dr Sonia Maccallum

Place of work: Niddrie Medical Practice

Craigmillar Medical Centre

106 Niddrie Main Road

Edinburgh

EH16 4DT

**Niddrie Medical Practice**

**Practice philosophy**

We aim to provide highest quality and accessible care to our patients and be responsive to their needs. We aim to provide a great working environment, where excellent team working and professional development is supported.

**Practice description**

The practice has a list size of 4300 patients which is steadily increasing.

The team consists of 4 GPs, 2 Practice Nurses, 5 Patient Care Advisors, Link worker, Practice Mental Health Nurse, Pharmacy support and the Practice Manager. Midwives, District Nurses and Health Visitors are attached to the surgery but employed by the Primary Care Organisation.

Niddrie Medical Practice opened on the 3rd of January 2014.The partnership is keen to establish a business which is based around the following principles: excellent and accessible clinical care, extensive use of information technology to reduce administrative work as far as possible, commitment to training, teaching and professional development and to develop services which are suitable and partly shaped by our patient population.

**Job Purpose**

* To provide a high quality, professional reception and administrative service to patients, doctors, staff, colleagues and health service professionals. To act as the first point of contact for patients contacting the Practice and to portray the Practice in the best possible professional light.
* To use judgement, resourcefulness and common sense within defined parameters to respond to patient’s enquiries, particularly in determining the degree of urgency of the patient’s requests.
* To take a full an active role in data input, data management and administration duties required and in being confident to signpost our patients towards possible solutions for their problem.

**Responsibilities of the Patient Care Advisor**

**Reception Duties**

* To undertake all reception duties, including Docman scanning and filing, distribution of mail both paper and electronic, prescription requests and queries, new and temporary registrations, patient online services, all face to face or over the phone enquiries and the general daily running of the practice.
* Be responsible for opening up and closing of the practice. Follow the procedures and ensure any issues are reported immediately. Secure premises at the end of the day, ensure that all rooms and toilets have been checked.
* To answer the telephone promptly and deal with all general enquiries, prioritising the telephone over face to face patients (those who are not in need of immediate attention). Being confident to deal with enquiries from both patients and professionals.
* Arrange patient appointments and take into consideration prompts by clinical software when doing so. Encourage patients to sign up for online services and to inform and encourage patients in using the check in system to book in for appointments.
* Management of phone system as required. Setting up messages, reporting problems promptly.
* Record messages/house call requests clearly for all team members via the vision appointment system. Arrange emergency services, urgent or routine appointments as appropriate and according to practice protocols.
* Relaying results and specimen handling as instructed.
* Assist in management of the appointment system as required.
* Be prepared to provide cover for sickness and holidays if required. On occasions you may be required to work alone.
* Carry out all your duties in accordance with the practices health and safety procedures.

**Administrative duties**

* New patient / temporary patient registrations. Adhere to the registration policy and procedures.
* Deducting patient information and returning records to health board.
* Importing patient information and receiving records from health board
* Respond to requests for access to medical records in compliance with the relevant regulations and completion of third party information
* Adhere strictly to the confidentiality policy of the surgery. If you are not absolutely sure that information sharing is appropriate and lawful, seek advice by the Practice Manager. Perform appropriate checks on the identity of anyone seeking information and follow the practice GPR guidance.
* Scan, file and distribute letters, electronic correspondence, and fax transmissions via mail manager, docman, e-mail or print. Note that faxing patient information is no longer allowed in Lothian.
* Extract data from hospital correspondence and record in the patient notes as required. Code patient information as requested.
* Prepare medical reports requests for completion following the practice protocol. Prepare and send out invoices, chase up outstanding fees, arrange collection or delivery of reports.
* Summarise patient records and read code correspondence
* Support the Practice Manager/GP Partners as required
* Maintaining accurate information in a busy and constantly changing environment.

**This is a high paced job and multi-tasking plays a big part of your day**.

Due to the nature of the job you must be prepared to learn on the job in addition to one-to-one training. Often you will not get a chance to finish a job, you must be prepared to prioritise and will be expected to use your own judgment.

* Operate as a team worker and promote team working.
* Complete any audits as required
* Database searches, analysis and gathering of information as requested by the Practice Manager, GP Partners or Nurse for practice requirements.
* Manage mail campaigns on various topics as required by the practice.
* Deal with general and confidential waste of the surgery appropriately.
* Logging of fridge temperatures and following of the recording procedure when taking a vaccine delivery.
* Any other administration duties requested of you by the practice manager or GP partners.

Use of systems and equipment

* Daily use of vision/ blue bay/ SCI Gateway/ SCI store / Docman/ SCCRS and any other software required for the efficient running of the practice
* To be competent in use of the scanners, photocopiers and ensure procedures are followed accurately.
* To be adaptable to change and be open to learning new systems/ways of working.

Communication and relationships

* Be confident to communicate with people at all levels in a polite and constructive manner with proper regard to confidentiality.
* Ensure all information both incoming and outgoing is dealt with appropriately and in a timely fashion. Use judgement to interpret and assess the relative urgency of each request. Take responsibility for your actions and be confident to speak up within the team.
* Always make sure you have completed a task/job before leaving for the day or ensure any information about any unresolved or urgent matter is passed over to colleagues to be completed. Often difficult to finish one job, must be able to cope with multi jobs at once.
* Make appropriate use of the available channels of communication e.g. telephone, email, face-to-face.
* Obtain advice on clinical or non-clinical topics whenever you are not entirely confident with a situation or if you don’t understand something.
* Be confident to signpost patients to more appropriate services being careful to never offer medical advice unless clearly instructed to do so by a clinician.
* Assess the risk associated with any unusual situation and seek guidance where appropriate.
* Be competent in the use of the telephone system, answer general enquiries and relay messages appropriately and clearly.
* Raise an alarm whenever you witness or suspect violence, abuse or neglect against anyone including children in the waiting area/building.
* Be confident in dealing with difficult or upset patients both face to face or on the phone. Being able to remain calm and professional during challenging situations.
* Deal with complaints according to the practice complaints procedure. Ensure complaints are passed directly to the Practice Manager for investigation. Being comfortable to handle soft complaints face to face or on the phone. Show empathy and understanding of a complaint being careful not to comment without full investigation.
* Report any problem or incident to the practice manager or in her absence one of the partners. Be up to date with CPR training and the practice policy in the event of a medical emergency within the practice.

**Team work**

* Act as a professional member of the Practice Team.
* Provide peer support and help as appropriate to ensure the efficient discharge of all duties.
* Have a responsible and flexible approach to work.
* Participate in training, meetings, other personal development days and any Practice initiatives. This includes attending practice afternoon training events.
* Make the effort to attend any practice team building events out of working hours including any staff nights out. Be involved in the organising of staff events if required.
* Be prepared to develop your professional skills in accordance with the needs of the partnership and accept necessary training

Most difficult or challenging part of your job

* Manage your day and the many conflicting priorities the post requires. Using your time effectively and prioritising as and when things happen.
* This is a high paced, fast moving environment. You must be able to learn on the job and be confident to say when you are unsure. Multi-tasking many jobs at once and being able to keep track of things is a must.
* Be prepared to take responsibility for your actions. Be confident to say if you have made a mistake or are unsure about something.
* Provide and maintain a professional and effective dialogue with patients keeping in mind they are here because they are unwell or need your help. Be familiar with our demographic of patients being friendly, approachable and helpful to all.
* Manage large numbers of tasks and action as appropriate.
* Being flexible and available to cover for holidays and sickness between the surgery opening hours. At times this may be at short notice.
* Ability to signpost patients in the right direction with confidence and being confident in what other services are available.
* Balancing high demands by patients with the actual availability of resources.
* Remain composed when faced with challenging, aggressive or inappropriate behaviour. Being confident to deal with situations that may be upsetting and being able to switch off when you go home.
* Access to sensitive and highly confidential information.
* Keeping up to date with practice policies and procedures.
* Being open and accepting to an ever changing environment.
* Being confident in yourself and any decisions you make.

**Niddrie Medical Practice is an evolving business which is undergoing rapid change. Health care is equally constantly evolving. This job description is therefore not restrictive and might be reviewed and updated as required.**

Please keep the job description for your records.