

JOB DESCRIPTION

RECEPTIONIST

1. Welcoming patients and visitors into the building:

- Welcoming patients and visitors as they arrive
- Booking patients into clinics as required.

2. Operating appointments system

3. Telephone duties

- taking requests for appointments.
- taking messages and passing on these messages as appropriate.
- taking requests for home visits and processing these according to the agreed protocols.
- giving test results according to the agreed protocols.

4. Filing

- Retrieval and filing of notes requested by Doctors, nurses and other health professionals.
- Scanning of test results and hospital letters according to agreed protocols.

5. Presentation of surgery

- Checking the presentation of all premises during "open hours".
- Checkpoints include: Lighting, heating levels, cleanliness of lavatories, state of waste bins, cleanliness of linens, replacing as necessary.

6. Registration of new patients to the practice

- Completing relevant registration forms.
- Ensuring the new patient is made to feel welcome and is familiarised with surgery procedures.
- Presenting with a practice leaflet and an invitation to attend for a health check.

7. Administration

- Receiving and despatching hospital and DHA mail via courier service
- Despatch of specimens to lab via courier.
- Presentation of the surgery, waiting room, notice board and magazines.
- Despatching instruments for sterilising and receiving clean instruments
- Making database amendments as appropriate
- Using the search and reporting functions of the practice clinical system to produce lists and reports for the purposes of audit of patient care.
- Operating and monitoring call and recall procedures for chronic disease management
- Typing referral letters and other practice correspondence
- Operating the cervical cytology recording system in accordance with agreed protocols.
- Processing new registrations.
- Sorting and tagging of new patient notes received in.
- Any other back office tasks required as part of the multi-task reception team.

8. Burglar Alarm

- Operating intruder alarm on entering and leaving the building, reporting any faults in the system.