

JOB DESCRIPTION

JOB TITLE: MEDICAL RECEPTIONIST

REPORTS TO: OFFICE MANAGER

HOURS: 37.5 hours per week

Job summary:

The post holder will provide a high quality and responsive reception service to all patients ensuring that the reception runs efficiently and in accordance with the practice requirements.

Job responsibilities:

General Duties

- To make appointments and book patients in when they arrive for an appointment in accordance with the practice appointment system and to provide a helpful and friendly service to patients ensuring also that the reception area is tidy and welcoming.
- To answer telephones promptly ensuring that all in-coming lines are covered at all times.
- To comply with the practice protocol for the printing of prescription requests and queries.
- To comply with the practice procedure for the registration of new patients, temporary patients, private patients and those seen as emergency or immediately necessary.
- To comply with practice protocol for the collection of results from the hospital on a daily basis and advise patients of any action/advice requested by the GP.
- To follow practice procedure regarding letters that arrive at the surgery either externally by post or internally from the hospital.
- To comply with the protocols in place at the practice for the scanning/indexing and workflow of correspondence.
- To comply with the protocol for deducting patients who have moved out of the practice catchment area and to follow the procedure for making up records for a new patient when their medical records are received from their previous surgery.
- To comply with all relevant practice procedures, regulations and protocols and to maintain confidentiality at all times with particular reference to patient records.
- To liaise with the Office Manager and/or Practice Manager when required and follow instructions from them when necessary.
- To act as receptionist to a named GP or nursing team.
- To undertake any other duties as deemed appropriate by the Practice.

Health & Safety

- To follow the health and safety policies and procedures of the practice and any national and local guidance and regulations.
- To actively identify and report any health and safety hazards to the Office Manager

Equality and diversity

- To act in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
- To respect the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- To behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

This job description is subject to regular review.