

**Part-time Medical Secretary/Receptionist**

**SPECIAL REQUIREMENTS OF THE POST:**

* An understanding, acceptance and adherence to the need for STRICT CONFIDENTIALITY.
* An ability to use your own judgement, resourcefulness, common sense and local knowledge to respond to patients’ enquiries and requests.
* Excellent interpersonal and telecommunication skills.
* Flexibility with regard to rotas and working patterns.
* The post holder would be expected to undertake training and development commensurate with her post.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

**RECEPTION DUTIES:**

* Ensure efficiency of appointment systems and monitor flow of patients into consulting and treatment rooms.
* Ensure that patients who need an ‘urgent’ consultation are seen in a logical and non-disruptive manner.
* Explain practice requirements and the facilities we have to offer to new patients and those seeking temporary cover, ensuring all formal procedures are completed.
* Respond to all queries and requests for assistance from patients and other visitors.
* Advise of private service charges, accept payment and issue receipts for same
* Enter messages and requests for home visits into relevant duty doctor clinic and including all pertinent information.
* In conjunction with the dispensary ensure that requests for prescriptions are actioned where possible within 72 hours. This may also include ordering medication within strict guidelines.
* Issue medication to patients, checking items of medication against prescription and accepting payment where appropriate. Ensure entitlement of all patients claiming exemption is current.
* Enter requests and information for Midwives, District Nurses, Health Visitors, CPN's, Counsellors, Physiotherapist etc. via correct pathways.
* Action requests for ambulance transportation and record details appropriately.
* Ensure reception (i.e. all working areas generally) and waiting areas are kept neat and tidy.

**MANAGEMENT OF APPOINTMENT SYSTEMS:**

* Ensure total familiarity with all appointment systems including regular and incidental variations.
* Book appointments and recalls ensuring sufficient information is recorded to retrieve relevant medical record and correct time allocated for the procedure.
* Monitor effectiveness of the system and report any problems or variations required.

**MANAGEMENT OF MEDICAL RECORDS:**

* Ensure that the paper record is available for the doctor in the instance of urgent consultation.
* Retrieve and refile paper records as required ensuring that STRICT ALPHABETICAL order is adhered to.
* Ensure that all correspondence, reports, results etc are passed to secretarial team to be filed electronically in correct patient’s records.
* Ensure paper records are kept neat and tidy and in good repair with all necessary information recorded correctly on the outer cover.
* Add new patients, temporary residents and patients requiring immediately necessary treatment on to the computer system.

**OPERATION OF TELEPHONE SYSTEM:**

* Receive and make calls as required. Divert calls and take messages as appropriate.
* Ensure that the system is operational at the beginning of each day and switched over to night service at the end of each day.

**START AND END OF DAY PROCEDURES:**

* Open up premises at start of day, set alarm to day function and make all necessary preparations to receive patients. (if required)
* Secure premises at end of day, ensure building is totally secured, internal lights off and alarm activated if necessary. (if required)

**GENERAL ADMINISTRATION:**

* Ensure familiarity with incoming/outgoing medical records, new patient registration checks, temporary residents, specimen collection, managing tasks for the team and arranging appointments at the request of a clinician.
* Ensure familiarity with the computer systems for input of patient data – recording new patient information, vaccinations and immunisations, test results, running audits etc.

**ANY OTHER DELEGATED DUTIES CONSIDERED APPROPRIATE TO THE POST.**

This job description is not exhaustive but covers the main duties that the post holder will be expected to undertake. These duties may be revised from time to time following consultation with the post holder.