

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Medical Administrator
<b>RESPONSIBLE TO:</b>	Practice Manager
<b>SALARY</b>	Agenda for Change Band 3 plus DIA
<b>HOURS</b>	22.5 hours per week plus flexibility to assist with annual leave or sickness cover as required

### **MAIN PURPOSE OF POST**

To be responsible for undertaking a wide range of secretarial and administrative duties. You will be the point of contact for patients and act as a point of communication between patients, doctors and other medical staff. Duties will include but are not limited to, the processing of information in a timely manner, liaising with multidisciplinary team members and external agencies such as hospitals and community service providers in accordance with current policies and procedures.

### **PRIMARY DUTIES/RESPONSIBILITIES OF POST**

#### **Reception Duties**

- Check patients in.
- Ensure that patients are dealt with in an efficient manner ensuring they receive urgent care where appropriate.
- Manage all enquiries in an effective manner.
- Explain practice arrangements to new patients and those wishing to register as temporary patients.
- Advise patients of relevant charges for private services, accept payment and issue receipts.
- Enter requests for home visits into clinical system, stating time received, address, nature of problem and degree of urgency and inform doctor immediately if visit is urgent.
- Signpost patients to the correct service.
- Maintain a clean, tidy, effective working area at all times.

#### **Management of Appointment System**

- Ensure familiarity with all doctor and nurse appointment systems.
- Book appointments and visits, ensuring that sufficient information is recorded to identify patient.
- Monitor effectiveness of system and report any major problems identified to the Systems Administrator.

#### **Management of Medical Records**

- Scanning of incoming documents.
- Summarising and coding of data in clinical system.
- Ensure correspondence, reports and results are filed regularly in correct order in electronic record.

### **Operation of Telephone System**

- Receive and make calls and take and pass on messages, as appropriate.

### **Start and End of Day Procedures**

- Open premises at start of day and switch off intruder alarm.
- Lock premises at end of day, ensuring that building is secure and set intruder alarm.

### **Administration**

- Undertake typing of letters, referrals and reports to support clinical staff.
- Entering patient information into computer system
- Processing repeat prescriptions.
- Processing incoming and outgoing mail.
- Undertaking tasks in the practice's internal communication system.
- Photocopying.
- Ordering and monitoring stationery supplies.

### **Special Requirements of Post**

- An understanding, acceptance and adherence to the need for strict confidentiality.
- An ability to use own judgement, resourcefulness, common sense and, where appropriate, local knowledge, to respond to patients' enquiries and requests.
- Excellent communication skills.
- Familiarity with the Practice Complaints Procedure.
- Familiarity with General Data Protection Regulations.

### **Other**

If you are successfully appointed it is a condition of the practice that you will not be a patient of the practice due to a conflict of interest. The Practice will support you to find an alternative practice to register at.

### **GENERIC RESPONSIBILITIES OF POST**

#### **Equality, Diversity & Inclusion**

A good attitude and positive action towards equality, diversity and inclusion is required, where all individuals are able to achieve their full potential

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can be expected to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

### **Safety, Health, Environment and Fire**

The surgery is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others to ensure compliance with health and safety requirements.

### **Confidentiality**

The surgery is committed to maintaining outstanding confidential services. Patients entrust and permit us to retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff to maintain their privacy.

### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in this manner.

### **Professional Conduct**

Staff are required to act with integrity, honesty, compassion and respect towards patients, colleagues and the wider healthcare community. This includes working within one's own competence. Staff are required to dress appropriately for their role.

This job description may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the surgery.