



Lister Medical Centre

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Dr F Sattar, Dr J Selvarajah, Dr A Durairatnam. Practice Manager: Mrs K Cakmak

JOB DESCRIPTION

JOB TITLE: Medical Receptionist.

MAIN PURPOSE OF POST: To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other medical staff.

RESPONSIBLE TO: Practice Management

MAJOR DUTIES AND RESPONSIBILITIES OF THE POST

1 Reception Duties:

- a) Utilise number system to ensure efficiency of appointment system and monitor flow of patients into consulting and treatment rooms.
- b) Explain practice arrangements and formal requirements to new patients and those seeking temporary cover, ensure registration procedures are completed on to computer.
- c) Advise patients of relevant charges for private services, accept payment and issue receipts for same.
- d) Respond to all queries and requests for assistance from patients and other visitors.
- e) Enter requests for home visits onto visit screen including all relevant information and where necessary refer to the Duty Doctor.
- f) In conjunction with the Repeat Prescriptions Clerk ensure that requests for prescriptions are actioned where possible within two working days.
- g) Action requests for ambulance transportation and enter details in appropriate book.
- h) Ensure reception and waiting areas are kept neat and tidy.
- i) Filling liquid nitrogen bottle.
- j) Make tea and coffee for Partners as and when required.
- k) Ensure visitors sign the 'Visitors Book' upon arrival and departure

2 Management of Appointment Systems:

- a) Ensure total familiarity with all appointment systems in effect including regular and incidental variations.

- b) Book appointments and recalls ensuring sufficient information is recorded to retrieve medical record.
- c) Monitor effectiveness of the system and report any problems or variations required.

3 Management of Medical Records:

- a) Ensure correspondence, reports, results, etc are documented in correct order.

4 Preparation of Consulting Rooms

- a) Ensure that the consulting rooms are prepared in readiness for each consulting session, checking the full range of forms and requirements and re-stocking as required (Allocated clinician)
- b) Ensure that the consulting rooms are checked at the end of each consulting session and left tidy and secure.

5 Operation of Telephone System

- a) Receive and make calls as required. Divert calls and take messages as appropriate.

6 Start and End of Day Procedures

- a) Open up premises at the start of day, set alarm to day function and make all necessary preparation to receive patients. Empty refrigerator of any specimens and put ready for collection by local hospital courier – this procedure to be carried out at 8.30am and 1.00pm.
- b) Secure premises at end of day, ensure the building is totally secured, internal lights off (where appropriate) and alarm activated. Put any specimens into the refrigerator ready for the morning. (See 6a).

7 Any Other Delegated Duties Considered Appropriate to the Post

SPECIAL REQUIREMENTS OF THE POST

- a) An understanding, acceptance and adherence to the need for strict confidentiality.
- b) An ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients' enquiries and requests.
- c) Excellent communication skills.