

## JOB DESCRIPTION



<b>Job Title:</b>	Medical Receptionist
<b>Job Grade:</b>	Admin & Clerical (Practice Grade 3)
<b>Location:</b>	West Practice, Springfield Medical Centre
<b>Responsible to:</b>	Practice Manager/Deputy Practice Manager

**Main purpose of the post:** To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other members of the health care team.

To ensure that:

1. Enquiries from patients, doctors and other members of the health care team are efficiently and courteously handled.
2. The filing, record keeping, and distribution of documents is undertaken efficiently and promptly.
3. The surgery premises are kept tidy.
4. The doctors' clinical procedures are handled efficiently.

### **Main duties and responsibilities**

1. Answering general enquiries either by telephone or at the reception desk, explaining surgery procedures. Using care navigation protocols, ensure that patients are routed to the most appropriate health care professional to deal with their problem.
2. Making new and follow-up appointments and receiving requests for repeat prescriptions.
3. Receiving and routing patients on arrival.
4. General administrative duties including giving out results to patients, processing correspondence including scanning letters, results reports etc and work-flowing to appropriate GP.
5. Filing and extracting records and any documents relating to these including:-  
Filing records of new patients received from Practitioner Services.  
Extracting records or withdrawals from list to send to Practitioner Services.
6. Receiving and recording requests for home visits.
7. Receiving and recording messages for the doctors and practice nurses.
8. Processing and preparing repeat prescriptions and special requests for signing by the doctor.

9. Ensure that computer back-up is undertaken according to practice protocol.
10. Close up surgeries, checking windows, switching off lights, computers and printers.
11. Ensure that waiting room and reception area are kept tidy and cleared after surgeries.
12. Ensure that records and any documents relating to clinical procedures are completed.
13. It should be noted that this description is not exhaustive and will include any other duties of a similar nature that may be required from time to time.