

POSITION DESCRIPTION MEDICAL RECEPTIONIST MEDICAL AND INJURY CENTRE

POSITION PURPOSE

The Medical and Injury Centre is a Very Low Cost Access general practice, providing primary health care to a current enrolled population of 1300 patients, of which 63% are 'High Needs' (Māori, Pasifika or Deprivation 9 or 10). In addition, the Medical and Injury Centre provides after hours primary health care to enrolled patients from the Nelson, Richmond, Wakefield and Mapua districts, and to visitors to the Nelson region on a casual basis. MIC is Cornerstone and Urgent Care Standard 2015 accredited.

The Medical Receptionist role is pivotal within the medical centre environment as this is the first point of contact with patients and visitors. Medical Receptionists co-ordinate the services and have a major role to play in prioritising work flows and managing patient expectations. Patients should feel that they have been acknowledged in a friendly, courteous manner and that all that can be done for them has been done. "Going the extra mile" is our philosophy.

POSITION OBJECTIVES

1. Provide an empathetic and efficient first contact customer service experience for patients and visitors, ensuring everyone is acknowledged in a professional, friendly, helpful and culturally appropriate manner, using discretion, diplomacy.
2. Provide accurate and timely administrative support.
3. Develop and promote loyalty, trust and goodwill within MIC to enhance personal and company pride.
4. Lead by example, exhibiting a professional standard of dress and conduct at all times.

RELATIONSHIPS

Reports to:	Practice Manager
Internal Relationships:	Reception and Administration staff Doctors Nurses Other health professionals
External Relationships:	Patients and supporting whanau Visitors Other Health Professionals Other relevant stakeholders

HEALTH AND SAFETY

MIC is committed to achieving the highest level of health and safety for its staff. In line with MIC's Health and Safety Policy all employees are expected to identify, report, take responsibility for and resolve issues that may cause harm to themselves or others in the organisation. All employees are expected to work safely at all times, and to actively participate in health and safety programmes in their area. It is expected that the employee will report all accidents, incidents or potential hazards to their direct line supervisor.

THE TREATY OF WAITANGI

MIC is committed to its obligations under the Treaty of Waitangi. All employees are required understand and implement the Treaty of Waitangi within their work and actively participate in opportunities and initiatives that will contribute to reducing the disparity in health status between Māori and non-Māori.

CODE OF CONDUCT

All staff are expected to comply with the MIC Code of Conduct.

KEY ACCOUNTABILITIES

Tasks		Standards/Outcomes Expected
1		Reception Management
	1.1	Receive and welcome <ul style="list-style-type: none"> Ensure all visitors are acknowledged promptly and courteously; they should be made to feel welcome and any initial inquiries should be answered. Where appropriate refer to the Nurse first for initial triage.
	1.2	Arrival <ul style="list-style-type: none"> Ensure all patients are indicated as 'arrived' in the PMS system.
	1.3	Answering telephone <ul style="list-style-type: none"> Ensure all calls are answered within 5 rings. Ensure all information and advice given over the phone is restricted to non-medical information only. Ensure all medical matters are referred to the Nurse or Doctor on duty.
	1.4	Message taking <ul style="list-style-type: none"> Ensure all messages are recorded accurately, including time, date, name of caller, phone number, message and initials of call taker and delivered to the appropriate person in a timely manner. Ensure all messages from patients are entered into the PMS task manager in a timely and accurate manner.
	1.5	Appointments <ul style="list-style-type: none"> Ensure patient appointments are accurately assigned to patients according to urgency and availability. Ensure all emergencies or urgent medical conditions have contact with the on-duty Nurse or Doctor. Rearrange appointments, if the schedule has been disrupted, so that the patients do not have to wait long periods in the waiting room. Ensure an electronic copy of the patient's clinical notes are sent to their usual GP
	1.6	Communication and liaison <ul style="list-style-type: none"> Ensure enquiries from patients, visitors and others are dealt with courteously and as quickly as possible.
	1.7	Patient registration <ul style="list-style-type: none"> Supply a list of GPs accepting new patients to any patients that need to register with a GP in the area.
	1.8	Patient details are updated <ul style="list-style-type: none"> Check and maintain patient details on a regular basis.
	1.9	Patient transfers <ul style="list-style-type: none"> Ensure patients transferring out of the practice have their medical notes sent to their new provider within 5 days, as per MIC guidelines.
2		Waiting Room
	2.1	Patients are informed <ul style="list-style-type: none"> Ensure patients are informed of any delays.
	2.2	Waiting room monitored <ul style="list-style-type: none"> Ensure the waiting room is monitored at all times to ensure all patients have been 'arrived' and that no problems arise. Transfer patients who seem very ill or upset to a nurse's room for privacy, and alert the nurse.
	2.3	Cleanliness and Tidiness <ul style="list-style-type: none"> Ensure waiting room and children's play area is kept clean and tidy. Ensure hard toys are cleaned weekly as per practice guidelines.
3		Financial
	3.1	Patients are charged <ul style="list-style-type: none"> Ensure patients are invoiced accurately in accordance with charging guidelines. Encourage patients to pay when they are seen and refer patients with difficulties to the Practice Manager.
	3.2	Payments are receipted <ul style="list-style-type: none"> Process and receipt all payments in accordance with guidelines.
	3.3	Banking <ul style="list-style-type: none"> Reconcile banking at the end of every shift and any account for any discrepancies in accordance with guidelines. Ensure cash is counted away from the front desk and out of sight of patients or visitors
	3.4	Subsidy schedules <ul style="list-style-type: none"> Ensure all eligible patient subsidies are accurately entered and claimed (may also include claims processing).

4		Office	
	4.1	Filing	<ul style="list-style-type: none"> Complete patient filing accurately within 24 hours of being put in filing tray. Ensure patient files are kept in the appropriate order, categorised and in chronological order.
	4.2	Incoming mail	<ul style="list-style-type: none"> Date and process all incoming mail and faxes as they arrive.
	4.3	Outgoing mail	<ul style="list-style-type: none"> Ensure all outgoing mail is correctly addressed, stamped and posted in accordance with guidelines.
	4.4	Document scanning	<ul style="list-style-type: none"> Scan all documents within 24 hours of being put in the scanning basket.
	4.5	Stationery & Kitchen supplies	<ul style="list-style-type: none"> Maintain stock levels of stationery and kitchen at an adequate level.
	4.6	National Enrolment Service	<ul style="list-style-type: none"> Process enrolments and update NHI information for all patients
	4.7	EDI Patient records	<ul style="list-style-type: none"> EDI medical records for all patients who have a general practice in New Zealand
5		Privacy and Security	
	5.1	Health Information Privacy Code (HIPC)	<ul style="list-style-type: none"> Ensure patient confidentiality is maintained at all times, as per practice policy, and in accordance with the HIPC. Ensure any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors.
	5.2	Health and Safety at Work Act 2015	<ul style="list-style-type: none"> Comply with all MIC Health and Safety policies. Participation in staff immunisations for seasonal influenza and other vaccine-preventable diseases is recommended Ensure building and staff are secure; lock security doors that are not required for patient access when not in use, i.e. back doors and side entrance doors.
	5.3	Code of Health and Disability Services Consumers' Rights	<ul style="list-style-type: none"> Ensure all complaints are directed to the Practice Manager in the first instance, or if not available are handled as per the Complaints Policy.
	5.4	Cornerstone Accreditation	<ul style="list-style-type: none"> Participate in all activities required for Cornerstone accreditation and contribute positively to maintaining accreditation
	5.5	Urgent Care Standard 2015 Accreditation	<ul style="list-style-type: none"> Assist MIC with requirements to meet accreditation Participate in all activities to achieve accreditation
6		Training and Development	
	6.1	Training needs	<ul style="list-style-type: none"> Participate in development of ongoing training, which will be assessed on a regular basis. Maintain a current CPR certificate.
	6.2	Meetings	<ul style="list-style-type: none"> Attend all staff and team meetings.
7		Other	
	7.1	Other duties	<ul style="list-style-type: none"> Perform other duties and tasks, as requested by the Practice Manager from time to time, to maintain the smooth and effective service of the practice.

QUALIFICATIONS AND EXPERIENCE

- Medical Receptionist experience
- Customer service experience/Kiwi Host or similar training would be advantageous
- Administration experience would be advantageous

COMPETENCY PROFILE

- Excellent interpersonal skills and proven ability to create effective working relationships with all staff
- Culturally competent and sensitive to the needs of others regardless of age, sex, race or religion and relates to people in an open, confident and friendly manner.
- Demonstrate empathy, tolerance and understanding, especially with distressed patients.
- Demonstrates effective time management with proven ability to efficiently plan and organise workload to meet service needs.
- Self-motivated and adaptable to changing circumstances.
- Evidence of emotional stability when faced with distressing circumstances.
- Understands the need for and demonstrates professional appearance and standard of dress appropriate to a professional organisation.
- The receptionist must endorse and promote the concept of General Practice.
- Personally committed to promoting good health
- Demonstrates evidence of effective interpersonal skills including negotiation skills, conflict management, team effectiveness, and problem solving and change management.
- Demonstrates knowledge of information and communication technology, including Microsoft Office and MedTech 32.
- Ability to learn and grow in the role.