

## Position Description Medical Receptionist



### Our Vision:

Leading our communities to excellence in integrated health and community services.

### Our Mission:

To provide people of all ages with access to quality, person-centred care in the Mallee.

### Our Philosophy:

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

### Our Services:

Mallee Track Health and Community Service (MTHCS) is classified as a multipurpose service (MPS) and provides a range of services across all the Mallee Track Communities; a total area of 18,000 square kilometres. MTHCS services include community and district nursing, a broad range of community and allied health services, neighbourhood houses, early childhood education and care, and access to primary health care. In addition, medical clinics, acute medical care, urgent care and residential aged care are provided at Ouyen and Sea Lake.

### Public Sector Values

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to subscribe to the following values:

- **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.
- **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

### MTHCS Values

- **Accountability:** We define our expectations and are accountable for our actions.

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- **Excellence:** We set high standards and continually strive to improve on them.
- **Compassion:** We treat everyone with care, respect and dignity.
- **Teamwork:** We work collaboratively and in the spirit of partnership.
- **Integrity:** We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency:** We are open and honest and embrace positive change.

**Mallee Track Health and Community Service is a smoke free workplace**

**DEPARTMENT:** Mallee Track Medical Clinic

**POSITION TITLE:** Medical Receptionist

**RESPONSIBLE TO:** Practice Manager / Chief Executive Officer

**POSITION STATEMENT:**

This position requires the incumbent to assist the medical clinic team to ensure all patient, carer, visitor and health professional contact within the practice is carried out in a professional and safe manner, ensuring patient confidentiality at all times.

**KEY SELECTION CRITERIA:**

**Essential:**

- Proven ability to apply high ethical standards, and represent MTHCS in a professional manner.
- Ability to protect patient confidentiality and privacy.
- Sound communication skills with the capacity to communicate effectively with the Practice Manager, GPs, practice staff, patients and other health care professionals.
- Excellent telephone manner.
- Ability to work within a team and independently.
- Ability to prioritise and organise workflow effectively.
- Excellent computer skills.
- Current Victorian Driver's Licence.
- Current Police Check.

**Desirable:**

- Knowledge of the health care system including Medicare Australia.
- Passion to work in a varied environment.
- Knowledge of medical software (e.g. Best Practice, RH healthcare).
- Knowledge of medical terminology.

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**KEY BEHAVIOURS:**

- Abiding by the Organisation's Code of Conduct.
- Efficient and effective telephone and communication skills.
- Efficient and effective word-processing and photocopying.
- Efficient and effective completion of task allocated.
- Efficient and effective document and data control and filing processes.
- Efficient and effective cleaning practices.
- Fulfils duty of care, including ethical practices.
- Demonstrates a positive attitude to the agreed role and responsibilities of the position.
- Works as a multi-disciplinary team member.
- Other duties as directed.

**KEY RESPONSIBILITIES:**

All service providers shall understand and practice the MTHCS' Vision Mission, and Philosophy.

**Organisational:**

- MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to ensure compliance with relevant regulatory requirements and MTHCS policies and procedures
- Support systems that provide safe, high quality care that increases patient experience and patient centred care.
- To comply with MTHCS Code of Conduct.
- To ensure that MTHCS Infection Control guidelines are fully implemented.
- Demonstrate awareness and understanding of diversity and culture.

**Prior to Opening the Practice:**

- Prepare the waiting room – ensure it is clean and tidy, turn on lights, heaters, air conditioner, television / radio, open windows and blinds (blinds to be opened so that patients cannot be seen from outside), tidy magazines / pamphlets, and check posters are in date.
- Fill fax, photocopier and printers with paper first thing every morning; check supplies at lunchtime.
- Turn off the answering machine and ensure phones have switched from night switch.
- Open the front doors at 8.30 am.
- Print off sufficient copies of current patient information for the front desk.

**General:**

- All telephone and face to face contact with patients must be conducted in a professional, friendly and helpful manner.
- Assist patients as necessary i.e. patients with walking frames, wheelchairs and prams.
- Enter or update details in the database i.e.:
  - Current address.
  - Phone number.
  - Emergency contact details.

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- Billing status i.e. bulk bill, private, workers compensation etc.
- Expiry date of health care and Medicare cards.
- Ask if patient would like to be identified as Aboriginal or Torres Strait Islander.
- Relay messages in an efficient and effective manner – use a duplicate message pad for all messages and follow up as required.
- Ensure work area is clean and tidy.
- Check tidiness of reception area and waiting room throughout the day. Ensure there are no tripping hazards.
- Monitor office and kitchen supplies. Prepare orders and replace stock as required.
- Work cooperatively with GPs, practice staff and stakeholders in a team approach.
- Participate in practice meetings, staff training and development programs and performance reviews.
- Report equipment failures, maintenance requirements and issues relating to OH&S (as per policies and procedures).
- Notify Practice Manager of any complaints or concerns from practice staff, patients and other stakeholders.
- Shred old faxes and correspondence after they have been scanned into patient files. Attend to shredding at the end of the day or as required to maintain confidentiality.
- Maintain Pharmacy Rep Diary.
- Prepare appointment diary for at least 6 months in advance recording public holidays, GP leave, and time blocks.
- Check for faxes on a regular basis and distribute as necessary.
- Check local newspaper daily for deceased patients – record on patients file as per the practice policy.

**Other Duties:**

**Mail**

- Collect mail from MTHCS Administration, open (except those marked private & confidential), stamp and sort incoming mail, distribute as appropriate to GPs, Practice Manager etc.
- Prepare and log outgoing mail, take to MTHCS Administration before 1.30 pm daily.
- File and/or scan correspondence once it has been initialled by the GP.

**Banking**

- Follow practice banking procedure.

**Billing**

- Prepare Medicare Claims for clients if applicable and receipt / tax invoice for private patients consultations / home visits.
- Receipt EFT and other payments as necessary.
- Batch Medicare claim forms daily.
- Prepare, check and post end of month statements for private patients, workers compensation, MAIB and insurance medicals.

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## **Patient Files**

- Maintain accuracy and currency of all patient files.
- Replace torn and dirty files.
- Keep correspondence files tidy. Record and archive patient files as per procedural requirements.
- Follow practice policy for receiving a new patient's health record (transfer from another practice).
- Follow practice policy for transferring a patient's health record to another practice.
- Type all insurance and specialist referral letters.

## **End of Day Duties**

- Ensure all patients have been billed.
- Make a copy of next day diary in case of power failure.
- Process, print and check end of day reports.
- Check end of day list to ensure all tasks for the day have been completed.

## **Professional:**

All service providers shall be expected to demonstrate professional responsibility in maintaining knowledge and skills in their area of employment.

All staff are expected, as part of their role in providing a safe environment for both customers and service providers, to attend specific mandatory training appropriate to their position e.g. food handling, Basic Life Support, First Aid and emergency procedures.

All staff shall be expected to maintain strict confidentiality in relation to all matters pertaining to MTHCS and MTMC activities. Staff must strictly abide by the National Privacy Principles and the MTMC Privacy and Confidentiality Policy. Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to the Health Services Act 1988.

- Other duties as directed.

## **Management:**

The Medical Receptionist will practice with and under the direction of the Practice Manager.

## **PROFESSIONAL DEVELOPMENT**

Opportunities are made available for continuing education and skill development is actively encouraged and enabled.

## **Interpersonal Skills:**

- Good written and oral communication skills.
- Ability to gain co-operation and assistance from customers and other staff.
- Ability to identify, discuss and resolve problems.
- High level of overall personal presentation.

## **Child Safe Organisation**

- Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

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**OCCUPATIONAL HEALTH & SAFETY AND ENVIROMENTAL** - All MTHCS employees will:

- Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment provided for health and safety purposes.
- Obey reasonable instructions given by MTHCS in relation to health and safety at work.
- Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
- Comply with all MTHCS OHS policies and procedures
- Ensure they do not interfere with or misuse anything provided in the interests of health and safety

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

**COMPULSORY TRAINING**

As per the schedule

**PERFORMANCE APPRAISAL**

Conducted as per appraisal schedule.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_  
(staff member)

**Print Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_  
(supervisor)

**Print Name:** \_\_\_\_\_

cc: Personnel File

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