

## Position Description

<b>Position Title:</b>	<b>Medical Receptionist (GP)</b>
<b>Supervisor/Manager Reports to:</b>	Consulting Supervisor / Administration Manager
<b>Qualifications:</b>	Desirable: <ul style="list-style-type: none"> <li>• Certificate III in Business Administration or other formal training.</li> </ul>
<b>Experience:</b>	Essential: <ul style="list-style-type: none"> <li>• Minimum two years' experience in an administrative role involving clerical and customer service duties.</li> </ul> Desirable: <ul style="list-style-type: none"> <li>• Previous experience in health industry.</li> <li>• Experience using medical practice software including Genie and Best Practice.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Computer literacy in particular Microsoft Word, Excel and Outlook</li> <li>• Excellent customer service skills and commitment to providing quality service.</li> <li>• Excellent communication skills including both verbal and written communication skills.</li> <li>• Excellent word processing skills.</li> <li>• Ability to understand and implement oral and written instructions.</li> <li>• Ability to work both individually and in a team environment.</li> <li>• Ability to plan and prioritise workload.</li> <li>• Ability to maintain confidentiality and privacy.</li> </ul>

### Main Duties and Responsibilities

- Answer the telephone in a courteous and professional manner.
- Make appointments.
- Liaise with patients and their families in a compassionate manner.
- Liaise with doctors, medical specialists and other health professionals and their staff.
- Process referrals both in writing and electronically.
- Fax, scan, email and file documents.
- Type and prepare documents as required with a high level of accuracy.
- Process incoming written and electronic mail.
- Billing and account management for practice doctors including processing and banking of cash, EFTPOS and other payments.
- Patient files management.

- Maintain appropriate stationery and clinical supply levels at all times.
- Contribute to the cleanliness of the practice.
- Any other administrative duties as directed by the Consulting Supervisor / Administration Manager.

### **Professional Development**

- Participate in the hospital appraisal process.
- Complete mandatory competencies as directed and per the Training/Competency Calendar.
- Maintain and update knowledge and skills through regular attendance at education and training sessions and in-service education.
- Keep abreast of technology relating to the area.

### **Safety and Quality**

- Understand, contribute to and participate in the hospital ISO certification process.
- Understand, contribute to and participate in the application of the National Safety and Quality Health Service Standards (NSQHS) applicable to Mildura Health Private Hospital.
- Participate in Quality Improvement activities.

### **Occupational Health and Safety**

- Follow safe work practices and comply with the Hospital's Occupational Health and Safety policies and procedures.
- Make proper use of all safeguards, safety devices and personal protective equipment.
- Take reasonable care to protect the health and safety of self and others.

### **Salary and Conditions**

As per the current Mildura Health Private Hospital Administrative and Support Staff Enterprise Agreement, current Health Professionals and Support Services Award and the National Employment Standards (NES).

<b>Signed Employee:</b>	<b>Date:</b>
<b>Signed AM / DCS / FM / CEO:</b>	<b>Date:</b>