



POSITION DESCRIPTION

POSITION:	Medical Receptionist
SERVICE:	Urgent Medical Centre
LOCATION:	City Medical Limited, Napier Health Centre
CONTRACT:	Individual Employee Agreement
HOURS OF WORK:	Part Time 7 days/week
RESPONSIBLE TO:	General Manager
FUNCTIONAL RELATIONSHIPS:	City Medical staff and clients General Manager Clinical Nurse Manager Medical Director Emergency Services (ambulance, police etc) Hawkes Bay District Health Board Other Allied agencies
PRIMARY OBJECTIVES:	To provide an efficient and effective reception and clerical support service for City Medical

City Medical is dedicated to promoting health and wellness among people in Hawke's Bay through services focussed on supporting the concepts of, continuity of care, planning, prevention, and education.

City Medical is dedicated to:

- Providing high quality service to all customers
- Absolute integrity through ethical business practices
- The development of our employees
- Contributing to the community in which we work and live
- Valuing safety in all that we do

We will forge alliances and successful partnerships with communities of interest, public and private sectors to ensure that safe, timely, cost-effective, health interventions are planned and implemented.

SPECIFIC RESPONSIBILITIES ARE:

1. To receive clients and/or relatives/whanau in a welcoming, customer focused manner, assisting patient /clients in accessing the appropriate service.
2. Obtain and update personal details for clients arriving at the Urgent Medical Centre for treatment.
3. Ensure Accident Compensation information is accurately recorded, when appropriate, for invoicing purposes.
4. Processing of payments and accounts, as required.
5. To answer all incoming telephone calls and queries and redirect them to the appropriate area in a professional and polite manner.
6. To maintain client records and the filing system, ensuring all documentation, input and discharge client episode details are put accurately into the computer.
7. To promote good public relations and cooperative relationships through positive relations/interactions with staff, management and visitors, etc.
8. To maintain the working area and waiting area in a tidy state.
9. To collect, collate and record City Medical data and reports as directed, by the General Manager, Clinical Nurse Manager or Medical Director.
10. Develop and maintain informative relationships with the General Practitioners in the wider Hawkes Bay area by emailing and/or faxing clinical records of patient care to them as soon as practicable following treatment.
11. To work as part of the rostered receptionist team.
12. To recognise own learning needs and maintain a program of professional improvement / competence.
13. Identify process problems and find innovative ways to correct/change them.
14. Any other duties as reasonably requested by General Manager.

The General Manager, City Medical Limited reserves the right to add or to amend these responsibilities as may be found necessary from time to time.

PERSON SPECIFICATION

KNOWLEDGE, EXPERIENCE, SKILLS AND ATTRIBUTES REQUIRED FOR THIS POSITION

ESSENTIAL:

1. Experience in providing a confidential, customer focused reception service.
2. A high level of interpersonal and communication skills both verbal and written.
3. Ability to collect and collate data to provide monthly statistical reports.
4. Well developed organisational skills.
5. The ability to work under pressure using sound judgment, meeting tight deadlines and managing fluctuating workloads, in a busy clinical setting.
6. Positive and energetic style with a pleasant, mature personality and the ability to deal with anxious and/or sick clients.
7. Ability to adapt to change and a commitment to fostering productive and co-operative working relationships within the Service.
8. Self-starter and ability to work independently as part of a multidisciplinary team.
9. The ability to prioritise tasks and to exercise initiative and judgment and make decisions within the scope of assigned authority.
10. The ability to identify process problems and develop innovative alternatives.
11. An understanding of the multicultural aspect of healthcare and the ability to work with diverse cultural groups
12. Willingness to be flexible, innovative and undertake other duties as required.

DESIRABLE:

1. Previous experience in a health environment.
2. Advanced data input skills.
3. Experience with MedTech 32
4. Customer Responsiveness training.

PERFORMANCE PROFILE: MEDICAL RECEPTIONIST, CITY MEDICAL

RESULTS AREA	OPTIMUM RESULTS	ACTIVITIES/PROCESS
Customer Focus	The provision of confidential, customer focused receptionist duties which portrays the City Medical, Urgent Medical Centre in a positive fashion showing respect for individuals and their concerns internally and externally	<ul style="list-style-type: none"> • Receives clients and others in a welcoming, customer focused manner and obtains relevant personal details. • Identifies different cultures and responds appropriately to them • Answers and directs incoming phone calls and queries courteously and appropriately, and maintains a high level of effective and courteous communications with both internal and external customers. • Maintains a pleasant, calm manner at all times.
Public relations/perception	Public perceive a high standard of service while in the Service as monitored by customer surveys and number of complaints received.	<ul style="list-style-type: none"> • A quality, customer focused service is provided to all internal and external customers at all times. • Promotes good public relations through positive interaction with clients, families, visitors, other health care professionals and City Medical staff. • Clients are greeted in a welcoming manner on arrival and are always treated with courtesy and dignity while in the care of the Urgent Medical Service • Client's privacy is promoted and maintained at all times • Deals with emergency situations and difficult clients in a calm and appropriate manner.
Clerical duties	Clerical duties are performed to a high quality as required for the provision of a quality Service	<ul style="list-style-type: none"> • Maintains client records and filing system, utilising advanced time management skills, ensuring all documentation and computer inputting is accurate and meets the needs of the service. • Recognises and immediately alerts nursing or medical staff to clients who present and require assessment. • All reports are filed or redirected as per medical or nursing staff requirements.

		<ul style="list-style-type: none">• An efficient filing and retrieval system is maintained.• Mail addressed to City Medical is distributed and mail addressed to individuals is delivered to the appropriate person.• The waiting room is tidied regularly• Clients and/or Whanau/family are interviewed for full and up to date details.• Concerns are immediately highlighted to the administrator, manager or nurse on the shift.• Nursing and medical records of patients are sent daily to the clients General Practitioner if confirmed client/ patient permission.• Work processes are performed in an organised and timely manner.• Computer data entry skills meet the requirements of the service.• Members of the public accessing the service receive information and are treated in a courteous, customer focused manner.• Patient information calls are answered and either courteously redirected to nursing or medical staff or a message taken if staff are busy.
--	--	---

<p>Quality Improvement (QI)</p>	<p>Clients receive optimum care in a supportive client focused environment.</p> <p>Continuous quality improvement programs are implemented, appropriate to the Urgent Medical Centre.</p> <p>Internal customers receive a quality service from within City Medical.</p>	<ul style="list-style-type: none"> • Participates in QI teams and reviews as appropriate. • Supports the implementation of QI team recommendations and the quality assurance program. • Adheres to City Medical's policy, procedures and standards on quality improvement. • Adheres to the development of standards of practice in City Medical and participates in their implementation into the Service. • Participates in changes necessary to improve the quality of care to clients at all times. • Process problems are identified and innovative solutions are found.
<p>Relationships with colleagues</p> <p>Team participation and building</p>	<p>The City Medical receptionist team is highly motivated, professional and client focused.</p>	<ul style="list-style-type: none"> • Is an enthusiastic and willing team member of City Medical. • Maintains congenial relationships with all other staff and supports and assists them within their roles. • Is able to practice independently within a team using the service's Procedures/ guidelines. • Demonstrates an ability to foster teamwork. • Demonstrates effective communication regarding relevant client information and management. • Identifies ways to enhance/build the focus of the receptionist team, ensuring an effective, customer focused service is provided at all times.
<p>Communication and Documentation</p>	<p>Effective communication and liaison with staff and clients to ensure the provision of a quality service.</p>	<ul style="list-style-type: none"> • Develops and maintains good working relations with City Medical staff, other Emergency Services (Ambulance, Police etc) personnel and clients accessing the service. • Develops and maintains positive working relationships within the

		<p>receptionist group.</p> <ul style="list-style-type: none"> • All documentation meets the required standard of City Medical reporting requirements to external bodies. • Maintains clerical records to a professional standard. • Performs the receptionist function within City Medical to a high level.
Risk Management	<p>Legal requirements and company policy compliance is ensured.</p> <p>All City Medical's nursing and receptionist staff are trained and competent in initiating the activation of and undertaking their roles in all potential major incident events including fire situations.</p>	<ul style="list-style-type: none"> • Demonstrates and understanding of City Medical's policies and procedures and ensures that they are implemented appropriately. • Provides a high standard of cultural sensitivity and safety to clients and their families. • Supports City Medical's policy in regard to the Treaty of Waitangi. • Demonstrates a good understanding of City Medical's Major Incident Plans, the receptionist staff roles in the plans. • Participates in drills and exercises. • Ensures the Major Incident documentation are always available for immediate use. • Participates in and completion of City Medical's training programs.
Personal Development	<p>High level of knowledge and skill maintained.</p>	<ul style="list-style-type: none"> • Identifies annual goals to foster own professional growth and develop and maintain competence and skills. • Demonstrates responsibility and accountability for own practice and participates in regular performance reviews with Administrator. • Participates in ongoing training when appropriate. • Maintains a professional appearance and manner at all times.