Position Description

1. General Information

Position Title:	Medical Receptionist
Division/Department:	Epworth Freemasons – Health Clinics
Position Reports to:	Clinics & Project Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	Medical Receptionist (REC09)
Location:	Epworth Freemasons Consulting Suites and Clinics
Employment Status:	Casual
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	N/A
Key Relationships - internal and external	Clinics & Project Manager, Team Leader, Medical Receptionists, General Practitioners and Sessional Consulting Doctors, Staff and Patients

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability.* More information can be found on the Epworth website.

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centered care with compassion and dignity.

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the Epworth 2030 strategy, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**
Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**
Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**
Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The Primary function of a Medical Receptionist in Epworth Freemasons Health Clinics is to provide exemplary reception and administrative services to consultants, doctors and patients. Effectively manage referrals, appointments, billings, email and telephone enquiries, patient histories and results.

This role will require you to provide comprehensive customer service to ensure the smooth running of the GP Clinic, Genetic Counselling service, Breast Clinic and sessional consulting sessions, to provide accurate and timely interaction and a high standard of communication (both written and verbal) between all participants of Health Clinics. This role will attend to the administrative processing of patients across all Consulting Suites and Clinics.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Reception Duties: • Conduct clinic opening and closing clinic procedures in accordance with opening/closing checklist Meet and Greet patients as their first point of contact. • Deliver high-level customer service to consultants, patients and visitors. • Respond to patient, visitor and staff enquiries in an empathetic, professional manner. Maintain a neat and professional reception area at all times. • Manage inbound and outbound mail preparation, emails and other relevant correspondence. Answer inbound and outbound telephone calls in a professional and timely manner. • Provide high level customer service to medical staff, patients and visitors. • Maintain a high level of privacy & confidentiality.	• Clinics & Project Manager satisfaction • Doctor Satisfaction Survey • Patient complaints are followed up in compliance with time frames set in the Complaints Management Policy • Patient satisfaction survey

Administrative Duties: • Carry out daily administrative tasks as set out in the Daily Staff Task Timetable including preparation of clinic and rooms such as turning on/off computers at Reception, turning on/off lights in consult rooms, ensuring mail and individual boxes and equipment are placed in rooms, name plates are placed outside consult rooms in accordance with Rooms Roster, checking specialist referrals for upcoming days and preparing specialist Eftpos terminals. • Management of appointments requests, referrals and scheduling within a satisfactory timeframe. Receive and receipt patient and third-party payments. • Ensure accuracy of patient information in Best Practice and correct Medicare and personal details Check supplies in consult rooms (letterhead, script paper etc), wipe down computers/printers and ensure neat turnover after each session, also setting up for the next specialist rostered. • Attend to CSSD equipment lodgement and collection from CSSD.	• Clinics & Project Manager satisfaction • Doctor Satisfaction Survey • Patient satisfaction survey

• Drop off, pick up mail and file into doctor's correspondence folders. • Attend to scanning of documents into patient files as required.	
Patient and Doctor Support • Provide accurate information to patient and family members in relation to outpatient consultation fees and general information within the framework of privacy legislation. • Identify and attend to patient needs and expectations as appropriate. • Support doctors and team members with opening and closing procedures, daily practice administration and additional duties as requested. • Contribute to departmental efficiency by effective utilisation of time and resources.	• Clinics & Project Manager satisfaction • Doctor Satisfaction Survey • Mandatory Training Compliance Reports • Riskman
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Provide professional and helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Actively seek to understand patients' and their family's (customers) expectations and issues • Adhere to Epworth Values and Behaviours	• Patient and customer service satisfaction surveys within agreed targets • Issues are escalated to the Clinics Administrator & Clinics Project Manager and resolved in a timely manner

Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

All employees are personally responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. It is the responsibility of all staff at Epworth Freemasons Health Clinics to ensure that they provide safe, high quality care to our patients and service users. Safe care means accepting individual and shared responsibility and protocols by all staff. • Compliance on all mandatory training. • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace. • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan. • Observe safety procedures and instructions provided, and work in a manner which minimises the risk of injury to self, fellow employees, patients and visitors according to Epworth Hospital OH& S Policies and procedures.	• Mandatory training completed at agreed frequency • Incidents are reported to the Team Leader and Clinics Project Manager and recorded in Riskman within 24 hours

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Bachelor's Degree or in the process of obtaining tertiary education
Previous Experience	**Essential** • Demonstrated working background in Medical General Practice and/or consulting environment; or alternatively, strong administrative experience. • Strong working knowledge with Best Practice or other relevant Practice Management programs.
Required Knowledge & Skills	**Essential** • Strong working knowledge of Practice Management Software. • Strong computer and word processing skills. • An understanding of computer systems and a willingness to learn new systems. • Extensive clerical experience in a service orientated environment. • High level of discretion and understanding of privacy issues.

	• Ability to set priorities and to work under pressure with well-developed organisational skills. • Ability to pay attention to detail. • Ability to work unsupervised. • Ability to show initiative and take ownership of tasks. • Excellent communication skills both verbal and written. • Experience and a natural ability to liaise with doctors and colleagues.
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours *Compassion* *Accountability* *Respect* *Excellence*	• A positive 'can do' attitude • High level of personal presentation • Highly organised and ability to multi-task • Practical approach to problem solving • Prepared to commit to Epworth's Values and Behaviours • Committed to the Epworth "Code of Conduct" • Ability to work across Epworth HealthCare sites • Flexibility and adaptability with work hours and days to meet staff clinical support needs and other organizational commitments.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):

June 2016	28 March 2017	ERC Practice Manager
	28 March 2019	Divisional Administration Manager
	10 March 2020	Divisional Administration Manager
	8 October 2020	Administration Team Leader
	20 January 2021	Practice Manager
	8 July 2021	Practice Manager – Freemasons
	8 August 2022	Clinics & Project Manager
	7 May 2026	Clinics & Project Manager

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____