

1. General Information

Position Title:	Medical Receptionist
Division/Department:	Epworth Sport's & Exercise Medicine Group (ESEM)
Position Reports to:	Practice Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement
Classification/Grade:	Receptionist (REC09)
Location:	Epworth Richmond
Employment Status:	Casual
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Nil
Key Relationships - internal and external	Practice Manager, Reception staff, Clinic Doctors , Clinic Patients, Radiology, Surgeons and specialists

2. Overview of Epworth HealthCare

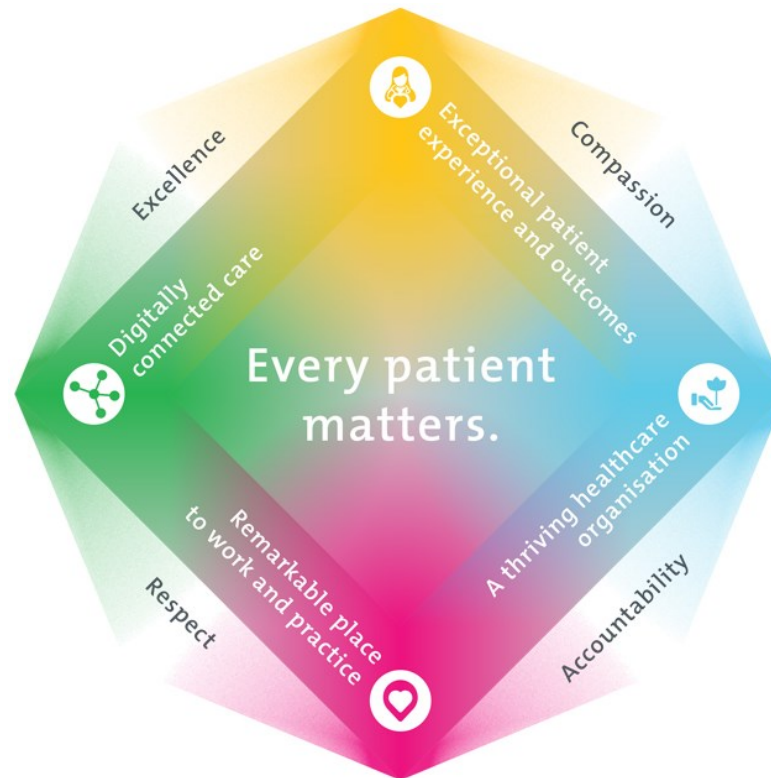
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Primary function of the Medical Receptionist in the Sport’s Medicine and Exercise Medicine Group is to provide administrative support to the SMEM Group with a high level of patient care and customer service. The Medical Receptionist manages telephone enquiries, assists with organising patient appointments, billings, emails, compiling patient histories and results. This role will require you to provide comprehensive customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> Meet and greet patients promptly and courteously; Answer patient, visitor and staff enquiries with a clear focus on customer service delivery; 	<ul style="list-style-type: none"> Doctor Satisfaction Survey Practice Manager satisfaction

Position Description



<ul style="list-style-type: none"> • Maintain a neat and professional reception area at all times. • Manage inbound and outbound mail preparation. • Assist with inbound and outbound telephone calls. • Provide high level customer service to staff, medical staff, patients and visitors. • Maintain a high level of privacy & confidentiality • Prepare Specialists consulting rooms for days procedures • Prepare treatment room for patient procedures • Manage scanning of patient files to archive • Daily reconciliation of banking • End of month reconciliation and end of month financial reports • Attend departmental meetings as required • Populate and maintain Specialist consulting sessions into medical software system • Populate Specialist outside commitments into medical software system • Establish the use of the clinics software applications • Coordinate media interviews with television and radio producers 	<ul style="list-style-type: none"> • Customer complaints are followed up in compliance with time frames set in the Complaints Management Policy • Patient satisfaction survey
<ul style="list-style-type: none"> • Provide accurate information to patient and family members in relation to consultation fees and general information within the framework of privacy legislation; • Ensure patient accounts are paid on departure, including third party payments and Telehealth phone payments collected; • Management of appointment referrals and scheduling within a satisfactory timeframe. • Provide high level administrative support to the ESEM staff, physicians and Practice Manager; • Provide specialist and surgeon appointments on behalf of the patients, including Radiology appointments. • Preparation of patients files, collection of radiology results and referrals. . • Administration of Medicare batching, submissions and reconciliation 	<ul style="list-style-type: none"> • Doctor Satisfaction Survey • Practice Manager Satisfaction • Patient satisfaction survey • Riskman

Position Description



<ul style="list-style-type: none"> • Maintain timesheets and templates via MyRoster • Provide support and cover for annual/personal leave as required. • General administration tasks as required. • Identify process system inefficiencies and participate in the implementation of change. • Demonstrate flexibility in the face of changing priorities and situations. 	
<ul style="list-style-type: none"> • Identify and attend to all customer needs and expectations as appropriate • Establish positive relationships with colleagues. • Contribute to departmental efficiency by effective utilisation of time and resources. • 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. • Compliance on all mandatory training. 	<ul style="list-style-type: none"> • Doctor Satisfaction Survey • Practice Manager satisfaction • Mandatory Training Compliance Reports • Riskman
<p>Customer Service – Staff</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful customer service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Issues are escalated to the manager and resolved in a timely manner

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Safety and Wellbeing - Staff</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <p>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</p>	<ul style="list-style-type: none"> • 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

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • <p>Desirable</p> <ul style="list-style-type: none"> • Certificate or qualifications in medical terminology and/or medical administration
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Extensive medical administration within a health care organisation or a health related setting <p>Desirable</p> <ul style="list-style-type: none"> • Extensive Sports Medicine experience
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Strong working knowledge of medical terminology, including Radiology terminology • Extensive Customer Service skills • High level of discretion and understanding of privacy issues • High attention to detail • MS Office <p>Desirable</p>

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	<ul style="list-style-type: none"> • Understanding of Zedmed medical software
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Excellent work ethics • Ability to adapt to change • A positive “can do” attitude • Patient focus • Calm under pressure • Highly organised and ability to multi task • Prepared to commit to Epworth’s values and Behaviours • Committed to the Epworth “Code of Conduct

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
May 2022	31/03/2025	Jenna Katsanevakis

8. 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: _____

Position Description

