

Position Description



1. General Information

Position Title:	Medical Receptionist/Administrator
Division/Department:	Epworth Freemasons – Health Clinics
Position Reports to:	Practice Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement
Classification/Grade:	Medical Receptionist (REC09)
Location:	Epworth Freemasons Consulting Suites and Clinics
Employment Status:	Casual
Resource Management (for Management positions only)	NA
Number of Direct Reports:	
Budget under management:	
Key Relationships - internal and external	<ul style="list-style-type: none">Patients, inclusive of family member(s) & visitorsMedical staff and VMOsEpworth HealthCare staff and members of the public

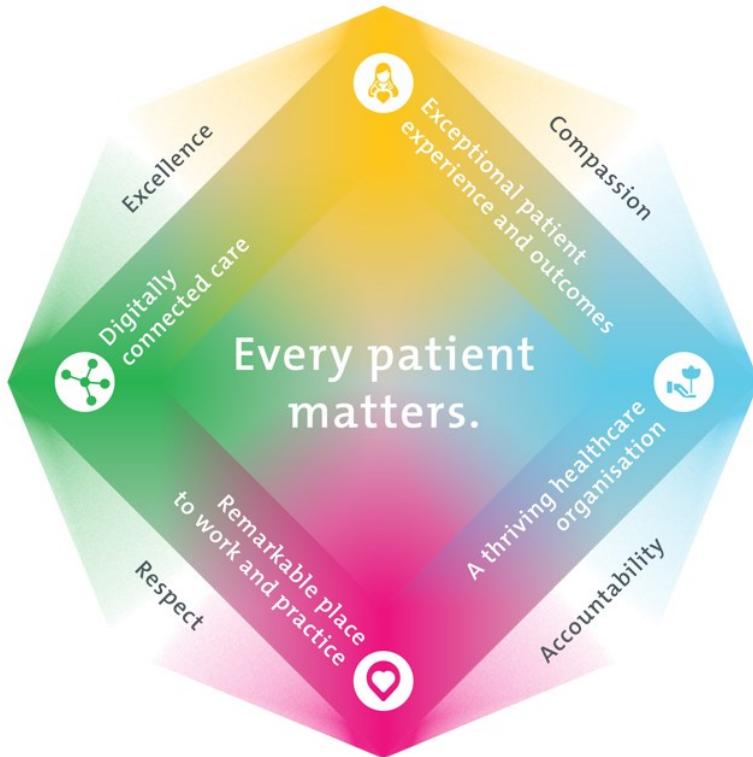
2. Overview of Epworth HealthCare

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.



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.

2. Purpose of the Position

The Primary function of a Medical Receptionist in the Epworth Freemasons Consulting Suites and 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 consulting sessions, to provide accurate and timely interaction and a high standard of communication (both written and verbal) between all participants of the Consulting Suites & Clinics. This role will attend to the administrative processing of patients across all Consulting Suites and Clinics.

3. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Reception/Administration:</p> <p>Support the Clinics Team Leader & Administrative Officer to deliver high-level customer service to consultants, patients and visitors.</p> <p>Meet and Greet patients as their first point of contact.</p> <p>Respond to patient, visitor and staff enquiries in an empathetic, professional manner.</p> <p>Maintain a neat and professional reception area at all times.</p> <p>Manage inbound and outbound mail preparation, emails and other relevant correspondence.</p> <p>Answer inbound and outbound telephone calls in a professional and timely manner.</p> <p>Provide high level customer service to medical staff, patients and visitors.</p> <p>Maintain a high level of privacy & confidentiality.</p>	<ul style="list-style-type: none">• Clinics Team Leader & Administrative Officer satisfaction• Doctor Satisfaction Survey• Customer complaints are followed up in compliance with time frames set in the Complaints Management Policy• Patient satisfaction survey

<p>Management of appointments, referrals and scheduling within a satisfactory timeframe.</p> <p>Receive and receipt patient and third-party payments.</p> <p>Prepare accurate patient files. Assist the Team Leader & Administrative Officer with adhoc tasks as they are requested and assigned.</p> <p>Provide support and cover for annual/personal leave as required.</p> <p>General administration tasks as required.</p> <p>Identify process system inefficiencies and participate in the implementation of change</p>	<ul style="list-style-type: none"> • Clinics Team Leader & Administrative Officer satisfaction • Doctor Satisfaction Survey • Patient satisfaction survey
<p>Provide accurate information to patient and family members in relation to outpatient consultation fees and general information within the framework of privacy legislation.</p> <p>Identify and attend to all customer needs and expectations as appropriateSupport doctors and team members with opening and closing procedures, daily practice administration and additional duties as requested.</p> <p>Contribute to departmental efficiency by effective utilisation of time and resources.</p> <p>Compliance on all mandatory training.</p>	<ul style="list-style-type: none"> • Clinics Team Leader & Administrative Officer satisfaction • Doctor Satisfaction Survey • Mandatory Training Compliance Reports • Riskman
<p>Customer Service</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 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 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Issues are escalated to the Team Leader and resolved in a timely manner

<ul style="list-style-type: none"> • Adhere to Epworth Values and Behaviours 	
Team Work <ul style="list-style-type: none"> • Provides positive and constructive feedback to others team members • Actively participates as a member of the team 	<ul style="list-style-type: none"> • Attends and actively participates in department and team meetings • Feedback from team members
Quality Improvement <ul style="list-style-type: none"> • Strives to consistently improve service delivery • Provides suggestions, and feedback on quality activities • Actively participates in quality improvement activities within the department 	<ul style="list-style-type: none"> • Evidence of participation in quality activities • Improved customer service • Improvement in performance of unit and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing customer-focused initiatives
Personal and Professional Development <ul style="list-style-type: none"> • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development 	<ul style="list-style-type: none"> • Completion of annual performance appraisal • Participation in in-services, ward education, ward meetings • Completion of objectives outlined in self-development plan (provide evidence of)

<p>Safety and Wellbeing</p> <p>The Consulting Suites & Clinics is committed to providing work environments which are physically and psychosocially healthy and safe for all employees, patients, contractors, customers and visitors.</p> <p>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.</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
<p>It is the responsibility of all staff at the Consulting Suites & 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.</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Incidents are reported to the Team Leader/Administrative Officer and Clinics Project Manager and recorded in Riskman within 24 hours

4. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • N/A
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in a similar role • Strong customer focus <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated working background in Medical General Practice and/or consulting environment. • Strong working knowledge with Best Practice or other relevant Practice Management programs.
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • 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 & Behaviours All employees are expected to consistently work in accordance with Epworth's values and behaviours.	<ul style="list-style-type: none"> • 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	May 2023	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: _____