

## **PARKLANDS SURGERY**

### **JOB DESCRIPTION**

**Job Title:** Receptionist

**Main Purpose of Post:** To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other members of the practice team.

**Responsible To:** Practice Manager

### **RESPONSIBILITIES**

1. Book appointments for patients with doctors and other members of the primary health care team using the EMIS Web computerised appointment system.
2. Respond to all queries and requests for assistance from patients and visitors.
3. Explain practice arrangements and formal requirements to new patients, and those seeking temporary cover, and ensure procedures are completed.
4. Ensure that requests for repeat prescriptions are actioned.
5. Monitor effectiveness of appointment system and report any problems or variations required.
6. Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to.
7. Ensure correspondence, reports, results etc. are filed in correct order, and that records are kept neat and tidy and in good repair.

8. Scan patient communications onto the appropriate computerised medical record.
9. Receive and make calls as required. Divert calls and take messages as appropriate.
10. Ensure that the telephone system is operational at the beginning of each day and switched over to night service at the end of each day.
11. Ensure that the Patient Check In facility is operational at the beginning of the day and switched off at the end of each day.
12. Make all necessary preparation at the start of the day to receive patients.
13. Any other delegated duties considered appropriate to the post.

**Special requirements of the post:**

- i) An understanding, acceptance and adherence to the need for strict confidentiality.
- ii) Computer competency
- iii) An ability to use own judgement, resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests.
- iv) Excellent communication skills.