

## **Position Description**

### **Casual Practice Receptionist<sup>©</sup>**

#### **Task:**

To provide Reception, Administrative and Clerical services to patients and doctors of the Practice

Act as an intermediary between the patient and the doctor whilst ensuring that your work proceeds smoothly and efficiently

Responsible for maintenance of patient information confidentiality

Responsible for provision of a safe working environment, and implementation of the Practice Occupational Health and Safety policy

#### **Process:**

Processing of accounts, taking of money, registration of new patients and making appointments

Provide initial triage service using the telephone, or face to face contact, to assess the patient's need, including degree of urgency or otherwise, for a consultation

Assist with the delivery of administrative services which may include reception, records, typing, banking, accounts, rosters and other duties as directed

#### **Skills:**

Ability to develop and maintain computer literacy

Highly developed verbal communication skills

A high standard of arithmetical, writing and cash handling skills

Ability to work as a member of a team

Self-motivated with an ability to achieve Tasks without direct supervision

Ability to work efficiently under pressure with courtesy and tactfulness

Be sympathetic to the needs of the patients whom you serve

A basic understanding of medical terminology as it applies to your role

Ability to ethically apply the Practice's policies and procedures

Able to promote the use of the Practice's web site ([www.nsms.com.au](http://www.nsms.com.au)) as a source of practice information ('electronic brochure') to new and current patients

**Knowledge:**

Skills sufficient to retain First Aid Certificate with CPR

May be required to undertake further training to update or acquire new skills, which are relevant to the position

**Technology:**

Computer applications;

*Natsoft* appointment and billing system

*Medical Director* (or any alternative applications) clinical software that may be introduced (with skills appropriate to the role)

*Word Processing*

**Work Place:**

278 Invermay Road, Mowbray Heights Tasmania 7248

Other sites or workplaces as required

**Quality:**

Demonstrate the ability to provide patients with quality administrative services

To work as part of the team providing health care services to practice patients

Have and maintain a standard of personal health that meets the requirements of the role

Must be able to hear a normal conversation from six (6) metres

Must be able to comfortably lift and carry weights up to and including 12 kilograms (non-repetitious) – note: hand trolley to be used for heavier objects

Must be able to see and read fine print and numbers equivalent to six (6) point font Times New Roman This is 6 point font Times New Roman

**Controls:**

Essential that all staff wear and maintain the Practice provided uniform

Possess a pleasant personality, an efficient manner, a clean and neat appearance

Visible tattoos are not permitted

Body piercings are acceptable in accordance with community norms and in consideration of the role in this medical family practice. As a guide, multiple, visible piercings, other than in ear lobes, would not be considered acceptable. Please ask for guidance if you are in doubt.

Act in accordance with the Practice *Policy and Procedure Manual* as amended

Maintain relevant vaccinations, at the Practice's expense, in accordance with the Practice's *Immunisation Policy* (see attachment)

Act to assist in the re-establishment and maintenance of *Practice Accreditation* (occurs each three years - next in 2015)

Attend staff meetings, which may be in or out of work hours (advance notice given)

It is a condition of employment that all employees sign an *Employee Confidentiality Clause* (see attachment) and undertake all recommended and mandatory immunisations as per attached staff immunisations list.

### **Co-workers:**

Reports directly to the Office Co-Ordinator and indirectly to the Practice Principal and Practice Manager.

No employees report to this position.

### **Accountability:**

Immediate termination for theft of Practice property including cash, consumables including practice 'sample' and 'starter pack' medicines, and equipment.

Immediate termination for the illegal use of *Schedule 8 medication* (including 'opiate', 'narcotic', amphetamine stimulants, certain benzodiazepines).

Immediate standing-down from work on unpaid leave and receipt of a final warning for presentation at work under the influence of alcohol or illicit drugs.

- Immediate termination will occur for presentation at work under the influence of alcohol or illicit drugs on a second occasion in any consecutive three month period.
- Employee may be required to undergo alcohol breath testing and/or urinary drug screening on the day at the direction of the employer at the employer's expense

Immediate standing-down on paid personal leave for presentation at work when under a disabling influence of prescribed personal medication.

- Employee will be required to provide evidence to the Practice Manager that the medication in question has been prescribed
- Employee may be required to undergo urinary drug screening on the day at the direction of the employer at the employer's expense

Immediate termination for gross and material breach of the practice *Privacy Policy* (in particular the unauthorised inappropriate divulging or dissemination of confidential patient information to other persons or organisations).

Employee must provide an authorised *Copy of Convictions* statement ('police check') or its equivalent from Tasmania Police prior to interview or as soon as possible thereafter.

Successful applicants acknowledge that any prior breaches of the *Criminal Code* that have not been divulged to the Practice Principal represent grounds for termination of the employment agreement.

Failure to comply with reasonable and lawful directions of the Practice Principal and/or as set-down in the *Practice Policy and Procedure Manual* may result in a formal written warning. *Three* formal written warnings in any twelve month period could result in termination of employment

**Evaluation:**

Full-Time employment: Three (3) month probationary period (which may be extended at the employer's discretion).

Part-Time and Casual employment: Six (6) month probationary period (which may be extended at the employer's discretion).

Formal work appraisal annually or on an as needs basis

**Task Variety:**

Reception tasks at Mowbray or at other places, if required (see Task List)

Will be required to rotate reception duties according to workplace requirements

This position may require the working of evenings and weekends according to the Practice's Opening Hours arrangements and roster, both of which may change from time to time.

## **Task List:**

### **Reception**

- Answer telephone enquiries from patients and either deal with the matter, if within capacity, or pass on to the Practice Nurse, Practice Manager or a Doctor
- Greet patients on arrival that are attending for an appointment, place history ready for Doctors use
- Charge fees and process Medicare claims using Easy Claim
- Process the cheques received in the daily mail
- Use the Natsoft computer system
- Accept cash and cheques in payment of accounts
- Make appointments for patients
- Take messages for Doctors and other staff members
- Supply necessary information to patients including the practice brochure and reference to practice web site ([www.nsms.com.au](http://www.nsms.com.au))
- Attend to outgoing mail

### **Records**

- Remove files from patient archives in readiness for an appointment with a doctor
- Return files to patient archives after an appointment
- Place correspondence received into patient files
- Place copies of correspondence written by the practice into patient files
- Photocopying & faxing
- Prepare records for transfer to another Practice where required
- Repair damaged histories when necessary

### **Typing**

- Use dictating machine to prepare draft and final copies of letters and reports using *Medical Director* software if required

### **Evenings/Weekends – specific tasks**

- *Natsoft* computer system backup
- Unlock and set-up reception/building ready to receive patients (weekend)
- Ensure that rear door is locked during normal work hours to disallow patient entry/exit from the rear (for security and control reasons)
- Set-up on-call answering machine tape
- Switching the telephone system over to automatic answering machine
- Checking that all windows are securely closed
- Secure the day's cash takings
- Turn off all lights and any computer monitors not automatically shut down
- Activate and deactivate the security alarm as appropriate
- Check that all doors are securely locked on departure
- Turn off the sound system and television
- Ensure that all external lighting is operational and report any faults
- Ensure that no persons remain in the building not authorised to be there
- Ensure that the doctor and receptionist leave the building together. This to ensure each reaches their vehicle safely.

Note that the Task List may be varied from time to time according to practice need.

# NORTHERN SUBURBS MEDICAL SERVICE

## EMPLOYEE CONFIDENTIALITY CLAUSE

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Employee's Name.....

Date commenced employment.....

As an employee of **Northern Suburbs Medical Service** of Mowbray Heights Tasmania (in this document called "the organisation") I agree that I will abide by the privacy policy, privacy legislation and privacy procedures, which apply to the organisation. In particular:

a) I agree that I shall not, during my period of employment with the organisation, disclose or use any patient files, medical reports or confidential knowledge obtained through my employment with the organisation, other than to perform the usual duties of my employment:

i) As set out in the agreement to which I am party and which governs my employment in the organisation or

ii) Which my supervisor has specifically requested me to perform.

b) I acknowledge that I may be subject to disciplinary action, which may include *immediate termination of my employment*, if I commit any breach of the organisation's privacy policy or privacy legislation, whether intentionally or not.

c) I acknowledge that clauses (a) and (b) will continue to be binding on me even after the termination of my employment with the organisation, whatever the reason for the termination.

d) Upon cessation of my employment with the organisation for whatever reason, I will immediately deliver to the organisation all patient files, medical reports or other documents which are in my possession or under my control which in any way relate to the **business** of the organisation or its **patients** past or present.

Signed at LAUNCESTON on .....day of ..... 20.....

Employee.....

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## Policy & Procedures Manual - Occupational Health & Safety

### STAFF IMMUNISATIONS

CONDITION	VACCINE	STATUS	NOTES
Hepatitis B	Hepatitis B (Engerix)	MANDATORY for all staff (medical, nursing, administrative)	Ten-year booster or consider check with blood test
Influenza	Influenza (Fluvax)	MANDATORY for all staff	Annual update will be offered to all staff
Boostrix	Tetanus, Diphtheria and Pertussis (whooping cough)	MANDATORY as a substitute for ADT in adults who are not considered immune to pertussis	Use for protection against pertussis in persons >10 years old
Measles, Mumps, Rubella	MMR II combined (Priorix)	MANDATORY for all staff (medical, nursing, administrative) (If not immune)	Refer current vaccination schedule
Meningitis (meningococcal)	NeisVac-C, Meningotec	HIGHLY RECOMMENDED all staff	Uncertain; possible ten-year or more booster required
Hepatitis A	Hepatitis A (Twinrix – combination Hepatitis A & B)	HIGHLY RECOMMENDED for all staff (but available as a combined injection with Hepatitis B)	Ten-year booster or check with blood test
Chicken-pox	Varicella (Varilrix)	All staff should CONSIDER if uncertain re past infection	
Pneumococcal infection	Pneumovax	CONSIDER according to individual circumstances	

#### NOTES

- All vaccines will be obtained cost-free via the Practice.
- Administration of vaccines to any staff member must be subject to normal and expected review and consideration by a registered medical practitioner.
- Immunisation technology and recommendations are constantly being updated, and recommendations are subject to change.