

UNIVERSITY OF OTAGO
Te Whare Wananga o Otago

JOB DESCRIPTION

JOB TITLE: Medical Receptionist
DEPARTMENT: Student Health Services
SCHOOL & DIVISION: Student Services

1. PRIME FUNCTION:

To provide a high quality, professional, efficient, informative and welcoming reception service to the students of Otago University and to be responsive to the needs of the staff and students within the Student Health Service (SHS). Confidentiality is of prime importance in this role.

2. KEY TASKS:

Front desk reception

To welcome and advise students about the range of Services available and to provide any information required to assist in the administrative requirements of patient care

Responsible for:

- Maintaining an up to date knowledge of services available at Student Health
- Maintaining an up to date awareness of SHS policies protocols and guidelines
- Ensuring there are sufficient forms / brochures / pamphlets available at reception for students e.g. application for Community Services Cards, immigration.
- Ensuring all students are given the SHS enrolment form to complete and the information is loaded onto Medtech
- Ensuring all patient information such as address, telephone numbers, Community Services Card status, ethnicity, enrolment, NHI and account information is up to date on the computer system
- Ensuring International Students have correct insurance information loaded
- Obtaining missing NHI numbers when patients arrive at SHS and/or book appointments. Loading of bulk and individual NHI's.

Management of Clinic Appointments and associated documentation

Responsible for:

- Booking /changing of appointments in person and by telephone
- Cancellation of clinics due to staff sickness – phone/text
- Advising Practice Manager/ Operations Manager if Clinicians are running late for their scheduled appointments

- Advising Practice Manager / Operations Manager if there are insufficient appointments available to meet student demand
- Printing off appointment lists for following days clinics
- Requesting Medical Records to be sent to SHS and ensuring the correct audit process is followed.
- Checking “student pick up box” and ensure the audit is up to date in the log book.
- Updating and maintaining statistics,/databases / appointment schedules for specialised clinics e.g. PRIMDH, Dietitian, Dermatology

Assist with as requested:

- The coordination and staffing of additional clinics e.g. Immigration and Vaccination Clinics
- Assisting with the scanning of patient information into the electronic medical record.
- Forwarding patient files, letters and/or results to other medical centres as requested, ensuring appropriate documentation of transfers is kept. This will involve both electronic and hard copy records.

Management of Phone / Fax and General Communication

Responsible for:

- Ensuring all phone calls are answered promptly and have a high understanding of procedures so that all calls are handled in a timely and satisfactory manner.
- To monitor, send and distribute faxes to appropriate staff and ensure all urgent faxes are passed on to the appropriate staff as soon as possible.
- Maintaining an up to date knowledge of phone management for after hour and meeting messages.
- Maintaining a knowledge of procedures for communication during Emergency Planning e.g. Group texting and fall back messages for phone system,
- Ensuring Door signage is displayed when required e.g. meetings and taken off when no longer required.
- Responding to general patient and staff enquiries, liaising with medical, nursing, counselling, psychiatry and physiotherapy services, plus laboratories, hospitals, medical centres and University departments as appropriate.
- Ensuring all queries are responded to in a satisfactory and timely manner.
- Ensuring the Medtech address book is up to date and accurate – reviewed in January each year and updated as necessary when advised by external agencies.
- Ensuring the SHS phone lists for external numbers/faxes and internal room numbers is updated in January each year and as necessary

SHS Mail

Responsible for:

- Opening and date stamping all incoming non -confidential mail
- Allocating as appropriate e.g. Mail box
- Process all outgoing mail

Oversight of the waiting areas

Responsible for:

- Observing patients in the waiting area, if a patient appears unwell seek assistance from Nursing / GP staff if required
- Observing waiting times – check to ensure patients have checked in, letting them know expected waiting time and liaise with clinicians if clinics running late
- Ensuring the waiting and reception areas are clean and tidy at all times

Account management and financial

Patient invoicing and daily cash, cheque, EFTPOS and credit card management in respect of consultation fees

Responsible for:

- Reviewing the Medtech daybook to ensure all patients seen during the day have been invoiced and the correct service provider codes have been entered - to make corrections as necessary.
- Investigating and rectifying account discrepancies
- Daily banking
 - Reconciliation
 - Banking
 - Float

To provide verbal/written information to students on the options available to them if they are having difficulties paying their Student Health accounts

Responsible for:

- Advising patients if their account has an outstanding charge
- Providing payment options.

Processing of debtor accounts as per Student Health Policy

Responsible for:

- Mail out of statements

Other

To provide general administration support to other staff as required

Responsible for:

- Unpacking /storing of paper supplies.

Assist with as requested:

- Participating in the development /review of in-house service protocols
- Reports and data entry / analysis
- Audits to provide information on the quality of the service provided and opportunities for improvement.

To identify own / team training needs and discuss with Practice Manager

Responsible for:

- Identifying own and teams training requirements
- Working with the Practice Manager to develop a plan as part of the PDR process

Training of new staff

Assist with as requested:

- Training of new staff in the service.

Attendance at reception and service wide meetings

- All staff rostered to start at 8.30 will attend all SHS Wednesday meetings
- Staff rostered to start at other times may be asked to attend important meetings e.g. business planning.

Any other duties that may be deemed appropriate by the Practice Manager of Student Health in discussion with the staff member involved

Employee Health and Safety Responsibilities

All University of Otago employees are required to:

1. Report all incidents and injuries
2. Participate in the Health and Safety management systems in operation within the University
3. Report any Hazards or safety concerns they identify to relevant health and safety staff
4. Actively participate in rehabilitation for work related injuries / illnesses.

Key Tasks	Expected Outcomes	Performance Indicators
<p><i>Front desk reception</i></p> <p><i>Management of clinic appointments and associated documentation</i></p> <p><i>Management of phone/fax and general communication</i></p> <p><i>Mail</i></p> <p><i>Waiting areas</i></p> <p><i>Account management and financial</i></p>	<ul style="list-style-type: none"> • Friendly, welcoming, helpful and informative reception service is given to all. • Patients and staff are aware of clinic delays or cancellations Appointments are rescheduled as required. • All patients are given an enrolment form to complete at their first visit to SHS • Patient details are checked and entered accurately • Forms / information at reception is restocked as required • All clinics are booked appropriately and the required documentation is available and audited for accuracy • All communication is dealt with in a timely manner • All mail is opened, date stamped on the day of arrival and given to the correct staff member • The waiting areas are safe and tidy for patients • SHS accounts are checked daily and corrected as appropriate. 	<ul style="list-style-type: none"> • Number of complaints • Number of complaints • 100% of patients attending SHS have completed an enrolment form • 100% patients have ethnicity, NHI recorded • 100% patient contact details are correct • Reception never runs out of forms • Number of complaints • Audit of pick up box • Number of complaints • Audit of phone/fax • Number of complaints • Number of complaints • Medtech daily reports errors are less than 2%

<p><i>Other</i></p>	<ul style="list-style-type: none"> • Daily banking correct - all discrepancies are identified and corrected • All debtors receive statements as per SHS policy • Participation in the review and development of policies and protocols • All training requirements are identified and discussed at the quarterly and annual PDR. • All staff are supported and feel valued by the team • Attendance and participation in team meetings • Assist with reports and data entry if requested • Awareness of all Health and Safety policies / protocols at SHS and in house health and safety training is completed. 	<ul style="list-style-type: none"> • 100% accurate • 100% debtors receive statement • All policies / protocols are current. • All staff are fully trained to perform all aspects of their role. • Staff and team satisfaction / complaints • Meetings attended • Reports and data entry completed • Staff training record completed
<p><i>Health and Safety</i></p>	<ul style="list-style-type: none"> • Attendance and participation in team meetings • Assist with reports and data entry if requested • Awareness of all Health and Safety policies / protocols at SHS and in house health and safety training is completed. 	<ul style="list-style-type: none"> • Meetings attended • Reports and data entry completed • Staff training record completed

3. RELATIONSHIPS:

Accountable to:

Medical Director and Operations Manager

Directly responsible to:

Practice Manager

Functional relationships with:

Staff, students, medical centres, laboratories, hospitals, suppliers, drug companies and other agencies, Information Technology Services and other University Departments

4. PERSON SPECIFICATION

- Recent front line reception experience, preferably in a medical centre or hospital team environment. Candidates with recent work experience in a busy customer service environment considered.
- Candidates must be able to demonstrate experience in dealing with both telephone and face to face enquiries and be competent at multi-tasking.
- Flexibility in working hours, a willingness to undertake new tasks, ability to pay attention to detail, ability to work calmly and effectively when under pressure.
- Candidates must be able to work the majority of School holiday periods
- Majority of annual leave allocation must be taken between November and February each year.
- Student Health is open between 8.30am and 6.00pm. Reception staff work a 7.5 hour day between the hours of 8.15am and 6.00pm.
- Student Health continues to grow in size and is continuously changing as we develop new ways of providing our services. A flexible approach to working practices and a wish to participate in this process is required.
- Ability to work effectively as a member of a multi-disciplinary team but also on own initiative.
- Student Health's success is contributed in part to the way in which staff in different professional disciplines work together. Candidates will need to demonstrate their understanding of how they would contribute to positive team working.
- An empathetic, non-judgmental, supportive approach to assisting clients presenting to the Service.
- Student Health provides a comprehensive professional medical, nursing, counselling and Psychiatric service to students on the Otago Campus, many of whom are away from home and their support systems for the first time. As students may at times present in distress, or require urgent attention, an ability to identify and manage this is essential.
- Familiarity with computerised appointment systems, Microsoft Office 2010 products , experience in cash handling and simple account management
- Student Health currently uses MedTech32, a medical software package for appointments, accounting and report generation. Familiarity with the same or similar packages is preferred