

Medical Receptionist – Position Description



Position Details

Job Title	Medical Receptionist
Business	Lake Imaging
Department/Region	All Lake Imaging sites
Reports to	This position reports to the Clerical Supervisor or Clerical Supervisor (Hospital)
Direct Reports	Nil

Position Summary

The Medical Receptionist reports to the Clerical Supervisor and is responsible for:

- ensuring patient bookings and enquiries are responded to promptly and politely
- determining the extent of service required for the booking
- entering patient bookings into the RIS system ensuring all details are entered accurately
- notifying patients of requirements prior to their visit
- notifying technical staff of patient arrival
- billing patients prior to departure
- ensuring patient reports are typed and dispatched to the correct location as necessary
- perform end of day procedures regarding Medicare and Veteran Affairs claims

Key Accountabilities

(Primary areas of task or activity for which the role is held accountable)

Job Specific Responsibilities	Key Performance Indicators
<p>Administration</p> <ul style="list-style-type: none"> • Answer the telephone and respond to patient enquiries in an efficient and sensitive manner • Make a patient booking after determining the examination required making sure you prioritise bookings in order to maximise appointment slots • Determine correct preparation and communication to patient at time of booking • When taking a booking, inform the patient of relevant preparation, exam cost, and requirement to present relevant concession cards. • Registering patient and processing relevant paperwork on arrival. • On patient departure, ensure the account is settled by collecting billing slip, generating account, processing payment and receipt for monies received. • Ensure patient reports are typed and dispatched to the correct location as required • Batch Medicare and Veterans claims daily (at the end of the day) where necessary 	<ul style="list-style-type: none"> • Bookings are made that optimise allocated time slots. • 100% accuracy in data entry of patient details and information

Medical Receptionist – Position Description



<ul style="list-style-type: none"> • Other duties as directed from time to time by management • Accurately record times of work and absence on time sheet. 	
<p>Communication</p> <ul style="list-style-type: none"> • Liaise with patients in a professional, caring and sympathetic manner • Liaise with referrers in a professional manner regarding urgent appointments and report downloads • Liaise with other staff members in a professional and courteous manner. • Attend site and practice meetings as required. 	<ul style="list-style-type: none"> • Delivery of high quality care to patients • Communication with colleagues on all levels and patients in a polite and courteous manner
<p>Learning & Development</p> <ul style="list-style-type: none"> • Attend in-house meetings and training as required • Assist in the training and guidance of less experienced Medical Receptionists. (Level 3 & 4) 	<ul style="list-style-type: none"> • Participation in mandatory meetings and training.
<p>Compliance Responsibilities</p>	<p>Key Performance Indicators</p>
<p>Occupational Health & Safety</p> <ul style="list-style-type: none"> • Ensure Workplace Health and Safety practices are understood and observed at all times in the workplace • Contribute to the safe and healthy workplace by identifying hazards and reporting them to the appropriate personnel • Understand and apply OHS standards • Maintain a tidy and clean work area • Assume responsibility for the condition of computer equipment and report any faults to the Clerical Supervisor • Attend Workplace Health and Safety meetings as required. 	<ul style="list-style-type: none"> • Incidents entered into Riskman in a timely manner.
<p>Relevant Laws and Regulations</p> <ul style="list-style-type: none"> • Ensure compliance with all current legislation and regulations (i.e. State and Federal laws) and relevant awards and agreements 	<ul style="list-style-type: none"> • Comply with legislation and regulations
<p>Company Policies and Procedures</p> <ul style="list-style-type: none"> • Comply with all company policies, procedures and guidelines including those relating to health, safety, environment and quality performance, equal opportunity (including harassment and bullying), privacy and standards of conduct 	<ul style="list-style-type: none"> • Comply with all Company policies, procedures and guidelines.

Medical Receptionist – Position Description



Key Relationships

(Relationships with other roles and external stakeholders which are critical to ensuring role effectiveness)

Internal Relationships

- Lake Imaging Management Team
- Lake Imaging clerical staff
- Lake Imaging technical staff
- Radiologists

External Relationships

- Patients
- Referring doctors

Key Selection Criteria

(Qualifications, Experience, Knowledge and Skills)

Essential Qualifications	Desirable Qualifications
	<ul style="list-style-type: none"> • Medical Receptionist Certification • Medical Terminology Course.
Essential Skills	Desirable Skills
<ul style="list-style-type: none"> • Excellent interpersonal skills in order to show patients care, compassion and empathy • Detailed understanding of medical imaging terminology • Excellent time management skills in order to prioritise tasks • Excellent communication skills • Ability to work autonomously as well as part of a team • Excellent keyboard skills for data entry into RIS system • EFTPOS and cash handling skills • Demonstrated commitment to ongoing professional development 	
Essential Experience	Desired Experience
<ul style="list-style-type: none"> • Previous medical receptionist experience • Experience using patient entry system 	<ul style="list-style-type: none"> • Experience using similar RIS system eg. Promedicus • Previous Radiology department experience

Sign Off