

*Bell Street Family Medical Centre  
364 Bell Street Pascoe Vale South 3044  
Ph: 9355 7077 Fax: 9355 7088*

---

## **Medical Receptionist**

### **Job Description**

#### **General Purpose of Position:**

- To provide high quality reception and secretarial services to the patients, doctors and staff at the surgery in a caring and supportive manner.
- To maintain confidentiality of all information.
- To provide flexibility in practice staffing arrangements

#### **Essential Duties and Responsibilities**

In accordance with policies & procedures:

- Answer the telephone in a courteous and professional manner within 3 rings
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs, other health professionals and their staff
- Make appointments
- Bill patients and receipt moneys
- Fax documents
- Scan documents
- Follow up patients for Recalls and Reminders
- Prepare documents for mail-out
- Open, stamp appropriately and distribute incoming mail
- Type documents as required with a high level of accuracy
- Sterilise equipment with appropriate training
- Clean consulting rooms in between sessions
- Preparation of specimens for external pickup
- Place orders for stationery and/or clinical supplies as directed OR Monitor stationery and/or clinical supply levels and place orders as required to maintain a working supply at all times.
- Book and organise staff and/or doctors meetings as directed
- Participate in ongoing professional development activities
- Contribute equitably to maintaining the cleanliness of the practice
- Maintain practice dress standards
- Any other administrative duties as directed by Practice Manager

**Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Essential Qualifications, Education, and/or Experience**

- Excellent interpersonal skills
- Able to communicate effectively with a variety of people
- Able to work independently or as part of a team
- Proficient in use of keyboard

**Desirable Qualifications Education and/or Experience**

- Previous experience in a general practice environment
- Proficiency in Windows operating system
- Knowledge of Medical Director and Pracsoft
- Understanding of medical terminology

**Authority**

The areas of authority the staff member is required or allowed to exercise are:

- Use judgement in conveying information to relevant authorities
- Operate within the organisation’s policies and procedures and within the scope of the staff member’s professional expertise

**Certificates, Licenses, Registrations, Memberships**

Current motor vehicle license.

**Position Review**

This position will be reviewed in 3 months initially and then on an annual basis.

**Signed:** \_\_\_\_\_

Employee Signature

Date:

**Signed:** \_\_\_\_\_

Practice Manager Signature

Date: