

We are a small General Practice located in the CBD. Our patients come from all areas of Victoria, and most have been with our GP for as long as 30 years. We are a sole practitioner practice. Our rooms are bright and comfortable. Bookings are by appointment only.

#### Medical Receptionist Job Responsibilities:

- Greet patients, schedule appointments, and maintain accurate records and accounts.
- Answer all phone calls in an efficient, caring and professional manner.
- Keeps patient appointments on schedule via Pracsoft on patient's arrival, reviewing time and advising of any delays.
- Ensure patient records are accurately and timely scanned.
- Maintain updated patient contact details.
- Ensure the proper payment method is applied at the end of each consultation.
- Maintain computer/stationery and medical consumables and expediting orders from supplies.
- Follow Triage protocols
- Protect patients' rights by maintaining confidentiality of medical, personal, and financial information.
- Maintain operations by following policies and procedures, reporting needed changes.
- Ensures Reception area is neat and clean at all times.
- Communicate with Specialists and Laboratories as required/requested by GP.
- Monitor vaccine fridge temp daily.
- Check vaccine fridge expiry dates monthly and order vaccines as required and deposit vaccines in accordance with cold chain requirements.

Work hours are from 8.30am to 5pm Monday, Tuesday, Thursday and Friday. The clinic is closed on Weekends and Public Holidays.

#### Medical Receptionist Qualifications / Skills:

- Customer Service
- Multi-tasking
- Flexibility
- Telephone skills
- Time management
- Organization
- Attention to detail
- Scheduling
- Professionalism

#### Education, Experience.

- Familiarity with phone systems
- Previous experience with Medical Director and Pracsoft is desired.
- Previous experience in dealing with customers/patients

Please email all enquires/resumes to [galleriamedical@iinet.net.au](mailto:galleriamedical@iinet.net.au) or call 96709950 and ask for Mary Moschos.