

KINGS PRACTICE
Glover Street Medical Centre
133, Glover Street
Perth, PH2 0JB
Drs Scott, McElnea, Erwin , Allan & Duffy

Job Description

JOB TITLE - Medical Receptionist

REPORTS TO - Office Manager

1. JOB PURPOSE

To provide the highest level of service to Patients and Medical Practitioners in a busy medical Practice.

2. DIMENSIONS OF THE PRACTICE

- 6 GP's
- 1 Practice Manager
- 1 Office Manager
- 2 Practice Nurses
- 1 HCA
- 10 Clerical staff

3. MAIN DUTIES AND RESPONSIBILITIES

- a) Use of the GP Practice IT system to carry out the following tasks
 - Booking and cancelling of appointments
 - Manage house call requests
 - Checking patients upon arrival to minimise delays to surgeries
 - Administration of prescription requests as per laid down guidelines and protocols
 - Scanning/ filing of Patient related documentation into Patient Electronic Record using approved software packages.
 - Dealing with work actions requested by Clinicians via the IT system
 - Communicating test results to Patients as per laid down protocol.
- b) Adhere to laid down guidelines and protocols relating to the confidentiality of Patient records – both electronic and written.
- c) Assist new Patients looking to register and those looking for the temporary services of a GP within the Practice.
- d) Be confident in the signposting of patients to appropriate medical services.
- e) Distribute signed prescriptions to Patients/ their representatives/ Pharmacies calling at Reception desk to collect as per laid down protocols.
- f) Deal with administration of samples handed to reception for onward processing via the Practice Nurse/ Laboratory.
- g) Liaise with external agencies to assist in management of Patients as per direction from GP.
- h) Provide at all times the highest level of “Customer Service” and be able to identify needs of Patient and provide appropriate information to aid desired outcome.

August 2024

- i) Ensure the proper security of the building at the start and end of the day by use of the Practice alarm system as per Practice protocol.
- j) Adhere to all health & Safety requirements as laid down in the Practice Health & Safety policy statement.
- k) Act as a chaperone as required by the GP Partners.
- l) Carry out other tasks/ duties as required by the Practice/ Office Manager. This will involve a degree of flexibility on the part of the post holder to cover additional hours during periods of annual leave or absence.