

**JOB DESCRIPTION –
MEDICAL SECRETARY/RECEPTIONIST**

LIST OF DUTIES

Primary Function & Duties

- To greet patients and other callers at the Practice in a courteous and efficient manner
- To answer the telephone promptly and courteously
- To make appointments for patients following set procedures
- To issue patients' invoices and receipts
- To gather medical records and reports in readiness for consultations
- To file medical records after use
- To deal with referring doctors courteously and helpfully
- To deal with emergencies when necessary, following set procedures
- To type daily correspondence
- To exercise confidentiality in regard to patient care and all aspects of the Practice

Duties

1. Answer all telephone calls
2. Arrange all appointments
3. Record messages and make sure they are attended to and brought to the attention of the relevant person
4. Make outgoing phone calls as requested
5. Greet patients on arrival and courteously advise them of any delays
6. Check off patients' names on arrival
7. Have patients' medical records available on arrival
8. Update any information on medical records and in computer
9. Obtain appropriate details from new patients and advise them of the billing policy of the Practice
10. Issue invoices and receipts
11. Attend to account queries if possible or refer problem to others if in doubt
12. Follow up bad debts
13. Type, file and post all correspondence
14. Prepare and balance daily banking as appropriate
15. Maintain petty cash book
16. Complete day sheets of attendances
17. Attend to routine cleaning and stocking requirements and ensure all furniture and equipment is clean and tidy
18. Prepare examination room
19. Order stationery and surgical supplies when requested
20. Report accidents, injuries and illnesses

OFFICE ROUTINE

DAILY

1. Correspondence
2. Filing
3. Prepare consulting lists and cards

4. Ring GPs regarding referred patients
5. Pick up mail from mail box
6. Banking and post
7. Receive pathology and radiology reports and action according to set procedures

BEGINNING OF DAY

1. Open surgery and switch off security alarm
2. Switch phone and clear answering machine
3. Switch on office equipment
4. Prepare steriliser
5. Check that consulting and treatment rooms are clean and tidy

END OF THE SESSION

1. Balance bank and float
2. Back up computer
3. Tidy waiting room and examination room
4. Switch off steriliser
5. Prepare operation cards for next operating session

END OF DAY

1. Back up computer
2. Empty bins
3. Tidy surgery, vacuum, dust as required
4. Switch off all office equipment
5. Switch phone
6. Switch off hot water, air conditioning and lights
7. Secure windows and exterior doors and switch on security alarms