

THE HOLBROOK AND SHOTLEY PRACTICE

JOB DESCRIPTION

Post:	Medical Receptionist /Data Entry Clerk
Responsible to:	The Administration Manager
Hours:	As described in the accompanying paper
Location:	Work may be required at either Surgery
Main Purpose:	To provide the first point of contact for patients; to act as focal point between patients, doctors and other Practice staff. To enter information into the clinical system using Read Codes.

Duties

1. To make appointments for Doctors and Practice Nurses received in person or by phone, using the Practice computer system. To book in patients as they arrive for appointments, giving advice about likely waiting times as necessary.
2. To retrieve and file any paper records required for consultations.
3. To scan patient related documents into the Medical IT system and if necessary to file them in the paper record packet.
4. To receive telephone calls from patients, staff and suppliers, acting on them or forwarding them as appropriate.
5. To write all messages in the relevant record books.
6. To receive and distribute post as appropriate.
7. To inform patients about private fees, raise invoices as necessary, take payments of them and provide receipts.
8. To register new patients, temporary residents and patients requiring maternity care.
9. To record details of equipment loaned to patients and take deposits.
10. To give results of investigations to patients as instructed by medical staff.
11. To receive and test urine samples.
12. To prepare consulting rooms for use and tidy/restock them at the end of each session.

13. To receive and send ambulance transport requests. Advise patients about the community transport service.
14. Monitor use of the Waiting Room, ensuring it is tidy and free of obstructions.
15. Lock/unlock the patients' door at the beginning and end of the working day. Ensure Waiting Room windows are secured at the end of the day.
16. When appropriate lock the surgery building and set the alarm.
17. Participate in patient surveys and demand profiling as required.
18. Set up/close down Automated Patient Check In System and advise patients on its use when necessary.
19. Data entry to the clinical system from letters and documents sent to the practice.
20. Any other duties commensurate with the role and grade of the post which will include data entry.

Please note that duties and schedules are constantly changing. We ask all staff to do their utmost to make changes to their work patterns as required by the Practice, and to make themselves available to work additional hours if necessary to cover the annual or sickness absence of their colleagues.