

Position Description

General Practice Receptionist

Harbour Town Doctors

Key Responsibilities and Duties

In accordance with the practice policies and procedures, the Medical Receptionist will:

- **Reception Duties**
 - Greet patients and visitors to the practice in a courteous and professional manner.
 - Answer telephone calls promptly and professionally.
 - Receive and convey messages via phone, writing, or electronically.
 - Manage appointments for patients, following the practice's scheduling procedures.
 - Inform patients of possible delays.
 - Issue invoices and receipts, process bulk billing where applicable.
 - Handle Medicare and Veterans Affairs batching.
 - Manage patient registrations and update patient information.
 - Handle emergency situations and transfer result calls to the appropriate staff.
 - Exercise strict confidentiality in all aspects of patient care.
 - Assist doctors and nurses with administrative support (photocopying, calls, etc.).
 - Maintain the reception area in a tidy and welcoming condition.
- **Administrative Duties**
 - Prepare, scan, and file patient documents, correspondence, and results.
 - Handle incoming and outgoing mail, ensuring mail is posted and distributed daily.
 - Monitor and order office supplies (stationery and clinical supplies), maintaining an adequate supply at all times.
 - Ensure backup hard drives are updated and recorded daily.

- Assist with banking duties, including processing and depositing cash, EFTPOS, and other payments.
 - Assist with debt collection and account queries.
 - Archive patient information for those no longer attending or deceased.
 - Maintain up-to-date and accurate patient records, linking family members and managing independent children's records.
 - **Safety, Quality, and Culture**
 - Participate in Harbour Town Doctors' risk management and quality improvement processes.
 - Record incidents and near misses in accordance with practice policy.
 - Maintain a safe, clean, and organized work environment at all times.
 - Uphold practice standards, patient care, and confidentiality.
 - Actively contribute to developing a culture that reflects the values of Harbour Town Doctors.
 - Adhere to occupational health and safety principles, including infection control.
 - **Other Duties**
 - Actively participate in staff meetings and contribute to practice discussions.
 - Attend training sessions and external courses as required.
 - Assist with general housekeeping, including maintaining the waiting room and shared areas.
 - Perform other duties as directed by the Practice Manager or Principal Doctors.
-

Selection Criteria

Essential

- Strong professionalism and ability to maintain confidentiality.
- Strong computer literacy, particularly with Windows-based software (MS Word, Excel).
- Excellent communication skills (written and verbal).

- Ability to work both independently and as part of a team.
- Current criminal record screening and Working with Children Check.
- Willingness to undertake CPR training.

Desirable

- Previous experience in a medical receptionist role.
 - Knowledge of practice management software (Best Practice or similar).
 - Familiarity with the Medicare Benefits Schedule.
 - Understanding of medical terminology and general practice accreditation standards.
 - Experience working with diverse patient groups, such as adolescents, aged care, or Aboriginal and Torres Strait Islander patients.
-

Hours of Work

This position requires an average of **38 hours per week**, with shifts rotating between early morning and late afternoon, including weekend and public holiday work as necessary. Flexibility is expected to meet patient care needs.

Performance Review

A performance review will be conducted after three months, with annual reviews thereafter.