

Position Description: Receptionist/Medical Typist

Business area: Eye Care

FTE: As per Conditions of Employment

Reports to: Practice Manager

Position Objective:

To provide an administrative service inclusive of Bookings, Billing and Reception, for the St George's Ophthalmology Centre and its patients.

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Clinical Director Ophthalmology • Consultant Ophthalmologists • Optometrists • Practice Manager • Ophthalmic Technicians • Registered Nurses • Information Technology staff • SGHI Accounts Team • All other St George's staff 	<ul style="list-style-type: none"> • Patients and Visitors • Optometrists • General Practitioners • Other Ophthalmic related organizations • Referrers • Insurance companies • Other Funders



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Key Areas of Accountability:

Area of Accountability	Expected Results
Provision of the referral and booking process	<ul style="list-style-type: none"> • Processes referrals as required including registration in TRAK and the ophthalmic practice management system. • Accurately schedules and coordinates appointments and notifies patients/staff • Manages insurance pre approval for patients undergoing treatment . • Coordinates accommodation and travel requirements for out of town patients if required • Collates diagnostic results required for procedures/ consultations as requested by St George's clinicians or referrers. • Books and coordinates other investigations/treatments/surgeries as required • Manages patient appointment enquiries (email, phone, in person) in a timely, efficient and patient focused manner. • Tracks and acts on DNAs as per applicable St George's Ophthalmology Centre policies and procedures.
Provision of Reception Services	<ul style="list-style-type: none"> • Greets patients and visitors appropriately. • Responds to requests/queries in a sensitive, knowledgeable, confidential and professional manner, putting patients/visitors at ease and minimising anxiety. • Answers the phone and responds to phone calls in a timely way. • Processes referrals including registration in TRAK and the Patient Management System • Manages/ triages patient enquiries. • Ensures appointments are accurately scheduled and coordinated and patients/staff are notified. • Prepares documentation for clinics. • Receives and receipts patient payments. • Coordinates and orders office supplies as required and approved by the Practice Manager • Manages mail, scanning, filing and other Reception duties as required.
Provision of Billing Services	<ul style="list-style-type: none"> • Proficiently uses the Consulting Rooms Patient Management System • Proficiently uses Finance One (Fin1) and Trak Health Patient Management System. • Liaises with St Georges accounts team as required. • Ensures receipting from bank statements on a daily basis as required. • Generates invoices for Ophthalmology Patients. • Generate estimates. • Manages fee payments. • Completes Accounts Payable- coding, signoff and entry and reconciliation. • Ensures recovery of outstanding debts. • Manages refunds/overpayments. • Responds to all patient account enquiries. • Liaises with insurance companies in regard to patient pre approvals, invoicing and payments. • Supports other admin staff with training of account processes as required.
Interpersonal Relationships/Leadership and Teamwork	<ul style="list-style-type: none"> • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates honestly and openly with other team members.



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<p>To ensure effective teamwork and the achievement of St George's vision and strategic plan</p> <p>To communicate effectively with patients, colleagues, other health professionals and the public.</p>	<ul style="list-style-type: none"> • Fosters co-operation across clinical and administrative groups. • Models St George's values.
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in the maintenance of the ACC Workplace Safety Management standard. • Documents and reports accidents and incidents accurately in accordance with St George's policies. • Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. • Supports continuous quality improvement.
<p>Professional Development</p> <ul style="list-style-type: none"> • To maintain a high level of professional and personal competence 	<ul style="list-style-type: none"> • Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these. • Fosters an environment conducive to learning, enquiry and research.
<p>Organisational Culture</p> <p>To support a strong and positive image of St George's within the community and with key internal and external stakeholders</p>	<ul style="list-style-type: none"> • Fosters co-operation across the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures. • Assists in facilitating positive inter-departmental relationships •
<p>Cultural understanding of the Treaty of Waitangi</p> <p>To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> • Understands and has knowledge of the Treaty of Waitangi and its implications. • Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi. • Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori. • Respects diversity of cultural and religious beliefs amongst staff and patients. •
<p>Health & Safety</p> <p>To ensure a safe working environment</p>	<ul style="list-style-type: none"> • Ensures accidents and untoward incidents occurring in the department are reported. • Takes reasonable care for personal health and safety. • Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons. • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with the Health and Safety at Work Act 2015 and its amendments • Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers.



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	<ul style="list-style-type: none">• Ensures compliance with hospital security requirements and is vigilant in all matters of security.• Recognises safety hazards and initiates appropriate corrective actions.• Attends fire and evacuation lectures and participates in drills as required.• Participates in Health and Safety training as mandated by St George's from time to time.
Organisational effectiveness Contributes to the cost effectiveness and changing needs of the hospital business	<ul style="list-style-type: none">• Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties To undertake other duties as requested by the Practice Manager from time to time	<ul style="list-style-type: none">• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.



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Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	NCEA 3 or equivalent	
Experience & Knowledge	<ul style="list-style-type: none"> • Extensive experience with bookings in a busy specialist practice. • General reception experience in a healthcare setting. • General administrative experience in a healthcare setting. • Experience with patient management systems. • Accounting experience , including Accounts receivable, Accounts payable General ledger journals and reconciliations. • Proficient in Microsoft Office, particularly Excel, Word and Outlook. 	<ul style="list-style-type: none"> • Experience with patient management systems • Experience as a helpline operator (St Johns, Citizen's Advice Bureau)
Personal Attributes	<ul style="list-style-type: none"> • Excellent communication skills • Flexibility with hours and workload to meet the needs of the service. 	

Agreed by:

Signed: _____ Date: _____
(Employee)

Signed: _____ Date: _____
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