

Position Description: Receptionist/Medical Typist

Business area: Eye Care
 FTE: As per Conditions of Employment
 Reports to: Practice Manager



Our Purpose

Our Mission :

Excellence in health care within a culture of caring

Our Vision :

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

Our Values:

Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

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 colleagues • SGHI Accounts Team • All other St George's colleagues 	<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/colleagues • 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/colleagues 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 colleagues 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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Area of Accountability	Expected Results
<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.
Quality Improvement	<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 safety and Te Tiriti o Waitangi</p> <p>To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> • Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi • Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability or beliefs
<p>Health & Safety</p> <p>To ensure a safe working environment</p>	<ul style="list-style-type: none"> • Complies with and supports all health and safety policies, guidelines and initiatives • Ensures all incidents, injuries and near misses are reported in our H&S reporting tool



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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.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	NCEA 3 or equivalent	
Experience & Knowledge	<ul style="list-style-type: none"> 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 and reconciliations. Proficient in Microsoft Office, particularly Excel, Word and Outlook. 	<ul style="list-style-type: none"> Experience with patient management systems
Personal Attributes	<ul style="list-style-type: none"> Excellent communication skills Adaptability / flexibility to meet changing service demands. 	

Agreed by:

Signed: _____ Date: _____
(Employee)

Signed: _____ Date: _____
XXX