

Job Description - Receptionist

JOB TITLE:	RECEPTIONIST
RESPONSIBLE TO:	Reception Manager
RESPONSIBLE FOR:	n/a
JOB PURPOSE:	<ul style="list-style-type: none"> • Greeting patients and visitors in an efficient and courteous manner • Provide an effective and polite telephone enquiry service • Proactively communicate information between relevant patients, doctors and professionals

MAIN DUTIES AND RESPONSIBILITIES	
1.	Greet patients and visitors to the practice.
2.	Book in patients and visitors in line with practice appointments and visitors procedures.
3.	Respond and/or redirect all patient and visitor requests accordingly.
4.	Ensure computerised appointment system is up-to-date.
5.	Booking, amending and cancelling patient appointments.
6.	Set-up of new patients onto the computer system (SystemOne).
7.	Distribution of completed prescriptions.
8.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
9.	Ensure answering machine service for out of hours information is directed appropriately – switched to answer machine at close of practice and surgery each morning
10.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes).
11.	Scanning, read coding and distribution of mail.
12.	This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.
13.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.