**Medical Receptionist / Care Navigator**

**Job description**

Job responsibilities:

* Front desk
* Telephone Access
* Appointments
* Recording Information
* General
* Professional Development
* Confidentiality
* Health and Safety
* Security
* Equality and Diversity
* Communication
* Duties specific to the post:
* Front Desk
* Greet patients and direct them to the appropriate waiting area.
* Greet visitors and ensure that they sign the Visitors Log prior to being admitted to any secure areas i.e. administration area, common room.
* Deal with patient (and visitor) queries.
* Try to respond to customer feedback positively offering to deal with any concerns that are raised within the limits of your own authority. If you are unable to address their concerns yourself offer to record them in the Comments book or advise them that they can ask to speak to a manager or the Senior Partner (if available).
* Keep the front desk tidy and stock topped up.
* Take in samples from patients and put them on to the correct clinic or drawer for collection
* Prepare sample pots and paperwork for patients to collect
* Telephone Access
* Deal with telephone requests and enquires.
* Respond to requests for test results, in line with practice protocol.
* Record telephone messages and home visit requests.
* 999 emergency calls / non urgent 3 hourly calls on behalf of GP and record on S1
* Appointments
* Make and cancel appointments on S1.
* Enter patients’ clinic attendance on S1 and advise them of procedure for waiting and being called in.
* Rearrange appointments and inform patients when necessary.
* Recording Information
* Ensure patient registration information is accurately recorded on S1 by verifying the details opportunistically (i.e. when patients arrive at the desk or telephone to make appointments)
* Update patient registration details on S1
* Register Temporary Residents on S1
* Registrations - checking and submission of all new registrations
* Updating patient records as necessary
* Ensure completion of actions requested by clinical staff via Tasks to contact patients to advise of test results, to arrange appointments etc.
* Record patient deaths in line with practice protocol.
* Ensure that all relevant team members are informed about patients who have died and the necessary paperwork is completed.
* Send any med3s to patients in the format they have requested.
* Respond to enquiries submitted on the practice website in line with practice protocol.
* General:
  + Responsible for ensuring that the waiting areas are tidy, with out-dated posters or leaflets being removed or replaced
  + You are responsible for regular reading of your own S1 emails and file management (i.e. deletion of read emails and emptying the Deleted files folder).
  + Ensure that your workspace is maintained in a tidy, organised manner
  + Take payment for private charges informing patient of payee
  + Ensure Task, emails and MS Teams messages are opened, read and dealt with on a daily basis
  + Assist your senior care navigator in production of rotas by providing cover, when requested
  + Receive items of lost property
  + Inform the senior care navigator about complaints in accordance with practice policy
  + Professional development
  + Pursue self-directed learning: identifying areas of weakness and taking steps to improve.
  + Complete significant event forms when these occur
  + Maintain continued education by attendance at appropriate courses and study days as agreed with the practice management team and GPs.
  + Educational meetings as arranged within the practice.
* Confidentiality:
  + Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.
  + The data must be held under the terms of the Data Protection Act and binding its principals.
  + Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.
  + In the performance of the duties outlined in the Job Description, the post-holder will have access to information relating to the business. All such information from any source is to be regarded at strictly confidential. All information relating to the business of the Two Rivers Medical Centre is strictly confidential and must not be divulged to any unauthorised person.
* Health, Safety and Welfare:
  + In accordance with the Health & Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.
  + The post holder will assist in promoting and maintaining their own and others Health, Safety, Welfare and security as defined in the Practices Health & Safety Policy and in accordance with The Health and Safety at Work Act to include:
    - Using personal security systems within the workplace according to practice guidelines.
    - Identifying the risk involved in work activities and undertaking such activities in a way that manages those risks.
    - Making effective use of training to update knowledge and skills.
    - Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Managing risks and reporting:
  + You will be issued with an identity badge which you must wear, at all times, on site.
  + You are responsible for the security of any keys, smartcards, passwords, etc., issued to you.
* Equality and diversity:
  + The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:
  + Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
  + Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
  + Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights
* Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

* + Communicate effectively with other team members
  + Communicate effectively with patients and carers
  + Recognise people’s needs for alternative methods of communication and respond accordingly

Shift pattern of this role - TBC