University of Edinburgh
Job Description Template

1. Job Details

Job title: **MEDICAL RECEPTIONIST**

School/Support Department: **UNIVERSITY HEALTH SERVICE**

Unit (if applicable): **ACADEMIC REGISTRAR’S DIVISION.**

Line manager: **HEAD RECEPTIONIST**

2. Job Purpose

To provide a service to patients, clinical staff, and to act as a focal point of communication between patients, Doctors and all other staff.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>35%</td>
<td>1. To receive patients and other visitors to practice dealing with all appointment bookings for all clinics. Processing requests and enquires promptly and efficiently whilst maintaining patient confidentiality.</td>
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<tr>
<td>20%</td>
<td>2. Answering of phones promptly making appointments and ensuring all messages are recorded and passed promptly to appropriate person.</td>
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<tr>
<td>20%</td>
<td>3. Pull and refile patient records for appointments within appointment timescale ensuring clinical staff have all details to hand for patient consultation.</td>
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<tr>
<td>10%</td>
<td>4. Filing results and correspondence within patient records complying with practice policies and procedures re format of notes and ensuring sufficient blank sheets available for consultation.</td>
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<tr>
<td>5%</td>
<td>5. Assist with administration tasks from outside agencies and Head Receptionist including general housekeeping of reception areas, changing of consultation notice board, opening and closing checks of reception area to ensure smooth running of service.</td>
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<tr>
<td>5%</td>
<td>6. Registering new patients, giving advice on patient status options then inputting new patients details on to data base and updating details as and when required to maintain accurate database.</td>
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<tr>
<td>5%</td>
<td>7. Taking private income from patients attending clinics, receipting and recording details, passing on to Practice Manager.</td>
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4. Planning and Organising
Follow weekly rota as set out by Head Receptionist
Extract patients records 1 day in advance or on day for open access surgeries (approx 120 patients per surgery).

5. Problem Solving
Dealing with patient emergencies and requests as they arise, both in person and over the telephone.

6. Decision Making
To determine the urgency of patients and visitors requests and dealing with them appropriately.

7. Key Contacts/Relationships
Internal- Doctors, Nurse, Health Visitors, Midwives, Physio, Psychiatrists, Practice Manager, Administration staff.
External- Patients, Hospitals, Insurance Companies, Practitioner Services.

8. Knowledge, Skills and Experience Needed for the Job
Communication skills, I.T. skills, Work as part of a team but be able to use own initiative.
Pleasant telephone manner
Neat, tidy
Enthusiastic and willing to be adaptable to changes within practice
Able to deal with members of the public from a variety of backgrounds

9. Dimensions
23,000 patients, 10 GP’S, 1 Practice Manager, 1 Head Receptionist, 7 Nurses, 4 Administration staff. Patient appointments per week - 1600

10. Job Context and any other relevant information
Dealing with irate and often upset patients.