

Schedule 1



Position Description

POSITION TITLE: THL Receptionist/ Administrator

RESPONSIBLE TO: Taihape Health Services Manager

HOURS:

RELATIONSHIPS:

Internal	External
WRHN Employees	Patients, families & community
Reception & Administrative staff	Other health professionals
Primary Care Nurses	Iwi Practice/Providers
General Practitioners	Hospital & Community Services
Other Health Providers	Visitors

PRIMARY OBJECTIVE

The front-line service is the first point of contact with patients and visitors. The role coordinates provision of services, prioritises work flows, manages patient expectations and communicates with staff accordingly.

This role is expected to provide high standard administration support to internal and external stakeholders to assist in achieving expected organizational outcomes.

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them has been done “Going the extra mile”.

The internal focus is liaison with staff and communication of patient expectations, needs and any other issues that require attention.

Employees have an absolute responsibility to create a culture which aligns with the clinic’s principles and promotes positive and caring relationships with colleagues and customers of the service.

The following concepts are fundamental to successful interactions:

- Openness and integrity in order to create caring and professional connections with service users
- Works in partnership with service users and the wider team
- Focuses on creating an environment that is patient/ whānau centric
- Conducts themselves in a professional manner which protects the privacy and upholds the dignity of service users

TAIHAPE HEALTH LIMITED

Taihape Health Limited workforce will consider the health needs of all clients and their families/whānau across the continuum of care to improve the health of the population. The administration team will be flexible and adept at working as an active member of a multi disciplinary team ensuring the client and their family/whānau are the centre of all endeavours.

QUALIFICATIONS AND REQUIREMENTS

Essential

- Previous experience in a similar type role
- Competent skill level in the use of Microsoft Office and Excel software
- Computer literate
- Driver's License
- Evidence of Excellent Customer Service Skills
- Flexibility of hours and job requirements

Desirable

- An interest in healthcare provision
- Experience in Medtech Practice Management Software
- Experience in Reception and Administration
- Cash handling experience and administration duties

Standards / Outcomes Expected

Key Tasks	Performance Indicator	Performance Measure
Maintain an effective and safe reception / administration unit	Provide an environment where clients are happy and comfortable.	Waiting room is inviting and enquiries are dealt with courteously and quickly.
	WRHN and THL staff are informed of things that may affect them.	Ensures prompt and effective communication such as advising waiting times, available appointments, etc.
	Provide good communication and personal skill that enhances the day-to-day operations of the business.	Patients receive regular information about changes or new services that affect them.
	Provide efficient and effective administration duties that ensures smooth running of the business.	Information is appropriately documented and managed.
	Appropriate register management occurs.	Demonstrates ability to handle pressure with sensitivity and maintain patient rights in line with medico legal requirements.
		Available funding is maximized.

Reception Management		
Receive and welcome	Service users are attended to promptly and acknowledged in a kind and courteous manner. Patients are alerted to any outstanding accounts.	Evidence of a customer focused service. Any patient complaints received are found to have mitigating circumstances. Reflects on constructive feedback and modifies behaviour as appropriate. Plan for Payment/ evidence of communication regarding debt is documented. Audits are completed on individual complaints, debt approach and provision of AP's. Employee is benchmarked as high performer.
Arrival	All patients are indicated as 'arrived' into the PMS system. At least the minimum amount of information as outlined in Cornerstone.	Audits demonstrate performance as expected. Patients are routinely entered in to the Medtech appointment book and timer activated.
Answering telephone	All calls are answered within 6 rings. However patients at the counter take precedence.	Demonstrates customer focused phone approach and uses body language to acknowledge patients when occupied with patients' phone conversations.
Message taking	Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker. Messages are then passed on to the appropriate person in a timely manner.	Demonstrates compliance with up-to-date processes.
Appointments	Accurate patient appointments are made according to guidelines.	Arrival times are accurately annotated in appointment books. Appointments are made in line with practice processes.
Communication and liaison	Enquiries from patients, visitors and others are dealt	Consistently displays a commitment to maintaining a

	with in a courteous manner and as quickly as possible.	customer/ whānau focused service. Takes responsibility for developing a culture which aligns to the philosophy “going the extra mile”.
Enrolment	All patients are registered with the practice are registered and enrolled with the WRHN and accurate details are recorded New patients are managed according to guidelines.	Audits will be measured by the rejections from the Ministry due to incorrect or missing data being registered at the time of enrolment.
Patient details are updated	Patient details are maintained and checked on a regular basis. Records information on the patient management system in a timely way.	Account holder updated as per current process. Records are consistently found to be accurately maintained. Personal details are updated with each presentation.
Patient Transfers	Following the appropriate guidelines, patients transferring out of the practice will have their notes sent to their new provider within five days.	This will be measured by patient or queries from other practices.
Waiting Room		
Patients are informed	Recognise the importance of communication. Patients are advised of usual process and any unexpected situations.	Ensures that patients are well informed regarding the expected fees and debt minimised. Patient satisfaction surveys reflect that 100% of patients are advised of cost and payment options.
Waiting room monitored	Receptionists are expected to maintain a working knowledge of the patients in the waiting room, being alert for any errors in process or deterioration of the patient’s condition and a clinician is to be alerted to patients who seem ill or upset. Patients are informed as to any delays occurring.	Demonstrates an awareness of environment and responds appropriately.

Kept clean and tidy	Waiting room and children's play area is kept clean and tidy.	Infection control and health and safety measures are maintained. Any hazards are identified, reported and resolved in a timely manner. Ensure access is clear.
Accounting		
Patients are charged	Patients are charged accurately in accordance with charging guidelines. All payments are processed and receipted in accordance with guidelines.	Demonstrates 100% accuracy of invoicing. Demonstrates 100% accuracy in receipting. Audit demonstrates 100% of visits are appropriately invoiced.
Banking	Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines.	A record of any banking discrepancies is maintained and benchmarked for accuracy, in comparison to collegial accuracy.
Debt management	Actively involved in debt management strategies according to current processes.	Demonstrates compliances with current processes and achieves effective results. Audits reflect compliance with current processes.
Subsidy schedules	All eligible patient subsidies are accurately entered and claimed (may also include claims processing).	Audits reflect that any available subsidies are claimed. Such as: ACC, GMS (CSC), Maternity, Immunisations.
General Office		
Filing	Clinical results are managed appropriately. No files are scanned without countersigning from clinical staff. WINZ redirection notifications are processed and filed according procedure.	Demonstrates timeliness and accuracy when managing paper systems.
Incoming mail	All incoming mail is dated and processed as they arrive. GNA followed up with phone call.	All correspondence is dealt with as per current processes.

Outgoing mail	All outgoing mail is correctly addressed, stamped and put in mail bag for postage.	All correspondence is dealt with as per current processes.
Email	Email is checked at least once every shift. Wherever possible any tasks are to be actioned on the day received.	Takes responsibility for communication of information in/ out.
Time management	Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities.	Demonstrates professionalism and timeliness. Takes accountability for own performance, punctuality and completion of tasks.
Stationery/Kitchen supplies	Stock levels are kept at an adequate level and reported to the staff member who orders stock as required.	Staff complaints when there is no stock readily available.
Privacy and Security		
Confidentiality	Confidentiality is maintained at all times. Any information or document with a patient name or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors. Patient or business details are not to be discussed as per the privacy act.	Takes privacy and confidentiality seriously in line legislation and clinical/ business expectations. Identifies gaps in knowledge and seeks development opportunities. Zero tolerance to any breaches.
Security	Money should be counted away from the front desk and out of sight of patients or visitors. Personal belongings are to be kept out of sight.	Takes responsibility for maintaining security, personal, patient and clinic.
Participates actively in appropriate areas of quality and risk	Active participant in quality and risk developments. Is aware of and complies with responsibilities under Health Information Privacy Code (2020) and any subsequent	Supports the multidisciplinary team in the maintenance of Cornerstone accreditation. Policy and procedure manual is documented, maintained and actively utilised.

	amendments or replacement legislation. Is aware of and complies with responsibilities under Health and Safety in Employment Act (2015) and any subsequent amendments or replacement legislation.	All patient information is kept confidential. Is aware of and can identify hazards to which they may be exposed and/or they may create and takes action accordingly. Maintains own safe working environment.
Cultural Safety & Responsiveness	Demonstrates a commitment to Te Tiriti o Waitangi/The Treaty of Waitangi through partnership, participation, and protection. Services are delivered with an understanding of culture, equity issues, colonisation, systemic and intuitional racism, and a focus on equity of health outcomes. Demonstrates an understanding of the Pae Ora-Healthy Futures Act 2022 as a holistic concept and as a way of collaborative working to improve the health of individuals, whānau and environments. WRHN and its subsidiary clinics are a pro-equity organisation and our approach to achieving health equity requires all members of the staff to identify areas of inequity and address these within a system wide context.	Demonstrates ability to engage effectively with Māori consumer/ patients/whānau. Demonstrates ability to apply Te Tiriti o Waitangi/The Treaty of Waitangi within service. Takes into effect of one's own culture, history, attitudes, and values while not imposing them on patients or consumers. Participation in WRHN Cultural and Equity orientation and the Hāpai te Hoe cultural induction programme via Te Whatu Ora or any other programme as required by Direct Report. Participates in cultural ceremonies and activities.
Health and safety	Applies health and safety related skills and knowledge to all work practices.	Maintains own safe working environment and contributes to the safety of others. Is aware of and can identify hazards to which they may be exposed and/or they may create, and takes action to eliminate or mitigate these.

		Is aware of THL/WRHN emergency procedures, location of safety equipment and materials. Is aware of and complies with responsibilities under Health and Safety at Work Act (2015) and any subsequent amendments or replacement legislation. Adheres to WRHN/THL policy.
Teamwork and support	Works collaboratively with colleagues.	Takes responsibility for individually assigned tasks and outputs. Contributes to a relaxed and happy work environment in which all team members of the team contribute and are successful in achieving deliverables. Demonstrates engagement in formal and informal organizational activities and commitment to on-going personal and professional development. Responds proactively and positively toward workforce and workflow changes.
Professional development & behaviour	Undertakes responsibility for own professional development and contributes to the development. Manages time appropriately, prioritises tasks at hand and takes a proactive approach to activities.	Participates in reviews as agreed and annual performance management. Meets personal objectives to address identified learning needs. Demonstrates professionalism and timeliness. Takes accountability for own performance, punctuality, and completion of tasks.

This position description is not intended to be exhaustive and includes a requirement to undertake such other duties as may be required from time to time by the THL Service Manager or Direct Report.