



## POSITION DESCRIPTION

**POSITION TITLE:** Casual Receptionist

**RESPONSIBLE TO:** Practice/Clinic Management

### Primary Objective of the Position

Whanganui Regional Health Network (WRHN), as the support network for a number of primary health care services, require occasional additional reception support. The companies include (but may not be limited to);

- Gonville Health (Whanganui)
- Ruapehu Health (Raetihi)
- Stewart Street Surgery (Marton)
- Taihape Health (Taihape)
- Whanganui Accident and Medical (Whanganui)

Hours will be as and when needed, and typically between the standard hours of 8am to 5pm weekdays, but may also extend to 9pm and weekends. Flexibility and availability is required.

### RELATIONSHIPS:

Patients and their whānau  
Staff working at the general practices and WAM  
Te Whatu Ora management and employees  
Staff at WRHN and other health networks  
Community members  
External Providers

### PURPOSE

The receptionist is the first point of contact for patients and their whānau/family/support people. Therefore they create the first impression of the service and have a key role in managing patient expectations and in conveying key messages to patients about the service.

Patients should feel that they have been welcomed into the practice (rather than processed) in a friendly, empathetic, professional and culturally appropriate manner.

The practices/clinic rely on the information that is entered into the patient management system and patient safety will be reliant on this being completed immediately and accurately.

The practice viability will be reliant on the accurate invoicing and payment collection at the reception desk.

The receptionist has an absolute responsibility to create an atmosphere/culture within the practice/clinic reception and waiting room areas, which aligns to the practice values and philosophy.

The receptionist is required to conduct themselves in a professional manner, which protects privacy and upholds the dignity of service users.

## QUALIFICATION AND EXPERIENCE

### Essential

- Cultural competency, awareness and sensitivity
- Evidence of excellent customer service skills
- Computer literacy
- Full New Zealand Driver's License
- Flexibility of hours and job requirements

### Desirable

- Experience in reception and administration
- Cash handling, electronic payment experience and payment reconciliation experience
- Competent in using Medtech/Evolution patient management software

## PERFORMANCE DEVELOPMENT

This will occur in accordance with the WRHN Performance Management policy.

Key Tasks			Standards/Outcomes Expected
<b>1</b>		<b>Reception Management</b>	
	1.1	Receive and welcome	All visitors are received promptly and courteously
	1.2	Arrival	All patients are recorded appropriately on the practice management system
	1.3	Answering telephone	All calls are answered within six rings
	1.4	Message taking	Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker
	1.5	Appointments	Accurate general practice patient appointments are made according to guidelines
	1.6	Communication and liaison	Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible
	1.7	Patient Enrolment at general practice	All patients enrolled with the general practices are registered with WRHN, and accurate details are recorded, including administrative requirements, such as filing of notes  New patients are managed according to guidelines
	1.8	Patient details are updated	Records information accurately on the patient management system in a timely manner  Patient details are maintained and checked with each presentation
	1.9	Patient transfers	Following the appropriate guidelines, patients transferring out of the general practices will have their notes sent to their new provider within five days

<b>2</b>		<b>Waiting Room</b>	
	2.1	Patients are informed	Recognise the importance of communication. Patients are kept informed of any requirement, such as waiting times
	2.2	Waiting room monitored	The waiting room is monitored to ensure all patients have been arrived and that there are no problems  A clinician is alerted to any patients who appear very ill or upset
	2.3	Kept clean and tidy	Waiting room and any children's play area is kept clean and tidy
<b>3</b>		<b>Accounting</b>	
	3.1	Patients are charged	Patients are charged accurately, in accordance with charging guidelines
	3.2	Payments are received	All payments are processed and receipted in accordance with guidelines
	3.3	Banking and reconciliations	Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines  Reconciliation between income in and patient management system entry is completed and accurate
	3.4	Subsidy schedules	All eligible patient subsidies are accurately entered and claimed (may also include claims processing)
<b>4</b>		<b>Office</b>	
	4.1	Filing	Filing is accurately completed within 24 hours of being put in filing tray  Patient files are kept in the appropriate order categorized and in chronological order
	4.2	Incoming mail	All incoming correspondence is dated and processed as it arrives
	4.3	Outgoing mail	All outgoing mail is correctly addressed, stamped and put in mail bag and posted
	4.4	Document scanning	Documents are scanned within 24 hours of being put in the scanning basket
	4.5	Email	Email is monitored and actioned on the day it is received. All patient email to be acknowledged as having been received
	4.6	Stationery & Kitchen supplies	Stock levels of stationery and kitchen supplies are kept at an adequate level
<b>5</b>		<b>Privacy and Security</b>	
	5.1	Patient confidentiality	Patient confidentiality is maintained at all times  Any information or document with a patient name

			<p>or readily identifiable information must be kept confidential and not be able to be seen by members of the public or other visitors</p> <p>Patient details are not to be discussed – the exception to this is where it is in relation to a particular request or task required</p>
	5.2	Personal security	<p>Money should be counted away from the front desk and out of sight of patients or visitors</p> <p>Be aware of security</p>
<b>6</b>		<b>Cultural Appropriateness</b>	
	6.1	Treaty of Waitangi	<p>Is aware of and responds to the Treaty of Waitangi</p> <p>Is responsive to the cultural needs and expectations of the patients</p> <p>Identifies cultural training needs</p>
<b>7</b>		<b>Health and Safety</b>	
	7.1	Hazard Identification	Is aware of and identifies hazards
<b>8</b>		<b>Other</b>	
	8.1	Other duties	The receptionist will be asked from time to time to perform other tasks in order to maintain the smooth and effective service of the practice