

Medical Receptionist

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Company: Fortius

Location: London

Category: other-general

Department Front of House

Line Manager Front of House Manager / Supervisor

Location Rotational across Fortius sites - Marylebone and Bank (Must be able to work at both)

Contract type Permanent full-time 37.5 hours per week

Fortius Clinic is now the UK's largest private orthopedic group. We are building our business on a passion for excellence, an innovative approach in all that we do and working together to put patients first. We require a receptionist to become part of a talented, dedicated team of people committed to providing the very best in orthopedic and sports injury care. We have three Outpatient Diagnostic and Treatment Centres (ODTCs), in Marylebone, City and Wimbledon.

The front of house team is the first point of contact for patients, visitors and consultants so it is vital that the initial impression is both courteous and efficient to all parties. The patient pathway is not always straightforward, many of our visitors touch different services in the same day or on multiple visits, this can include appointments for wound care through to X-Rays, to the settlement of their accounts to assisting with insurance queries. Attention to detail and an obliging attitude are the key to success in this role.

This role will be the first point of contact for all outpatients and visitors to our Fortius sites.

The shifts are split between 6.30am – 8:00pm across all locations (Monday to Friday and occasional Saturday mornings), an ideal candidate must be able to work all shift patterns.

Principal Accountabilities

Contribute to the smooth day-to-day running of reception, ensuring that patients are greeted, and checked in/out efficiently, courteously and professionally.

Handle the settlement of accounts, taking payments by cash and card.

Manage future bookings

Arrange follow-up appointments/ liaison with diagnostics and nursing staff.

Encourage patients to complete their SCORES (study of clinical outcomes recovery and evaluation system) questionnaires.

Monitor and adjust work priorities to consider changing demand and patient flow across the service.

Prepare the consulting rooms prior to the clinic and tidy again at change over.

Support consultants with any day to day requirements, refreshments, chaperoning etc.

Work in conjunction with and assist with other departments as necessary.

Ensure all patient confidentiality is respected.

Main Contacts

Consultants

Medical Secretaries

Outpatient Staff

Patients, relatives and visitors to the clinic

Housekeeping staff

FOH Manager

Clinic Manager

Equality & Diversity

All Fortius employees must have respect for every individual, treating everyone with dignity, courtesy, fairness and consideration, and welcoming and accepting differences between people. It is the responsibility of every employee to work towards the elimination of all discrimination and prejudice.

Health & Safety

All Fortius employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Fortius to meet its own legal duties.

Infection Control

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Fortius Infection Prevention and Control policies.

Quality Governance

All Fortius employees must adhere to Fortius policies and procedures and seek advice on these when in doubt as to their scope and applicability.

Employees are specifically reminded that they must respect the confidentiality of all information they have access to during their employment including personal data.

Values

All Fortius staff are expected to display and aspire to the Fortius Values.

Making it Happen

Be proactive in keeping the service under review, making recommendations and implementing changes to continuously improve the patient journey

Stronger

Work in partnership with the multi-disciplinary team to challenge and influence clinical and managerial decision making

Personalised Service

Deliver a patient-centred specialist nursing service for patients admitted to the ward, provide patients with information regarding their care and treatment

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