

## Medical Receptionist

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Company: Alma Medical Centre

Location: Southampton

Category: office-and-administrative-support

### Job summary

The post holder will provide a high quality and responsive reception service to all patients ensuring that the reception runs efficiently and in accordance with the practice requirements. We pride ourselves on delivering the very best care to our patients and are committed to mentoring and developing our team to enhance our service.

### Main duties of the job

As a Medical Receptionist you will support our patients in accessing healthcare professionals in a courteous and efficient way either in person or via the telephone.

This is a busy and demanding role requiring excellent communication skills, attention to detail and an ability to work well under pressure.

**General Duties** To make appointments and book patients in when they arrive for an appointment in accordance with the practice appointment system and to provide a helpful and friendly service to patients ensuring also that the reception area is tidy and welcoming.

To answer telephones promptly ensuring that all in-coming lines are covered at all times.

To comply with the practice protocol for the printing of prescription requests and queries.

To comply with the practice procedure for the registration of new patients, temporary patients, private patients and those seen as emergency or immediately necessary.

To comply with practice protocol for the collection of results from the hospital on a daily basis and advise patients of any action/advice requested by the GP.

To comply with all relevant practice procedures, regulations and protocols and to maintain confidentiality at all times with particular reference to patient records.

To liaise with the Office Manager and/or Practice Manager when required and follow instructions from them when necessary.

## **About us**

Alma medical centre is looking to employ another medical receptionist to come and join our expanding team.

Job description

## **Job responsibilities**

The position involves working in a busy team environment undertaking telephone work and carrying out various administrative duties. Duties will include dealing with patients over the phone and face to face, liaising with GP's and other healthcare professionals and undertaking a wide variety of daily administrative tasks in order to ensure the smooth running of all departments across the Practice. A commitment to adhering to strict confidentiality protocols is essential.

**\*Person Specification** Candidates should, ideally, have worked in a similar role within the medical industry and must possess strong interpersonal and customer service skills. The ideal candidate will have the proven ability to undertake multiple tasks under pressure and possess an excellent telephone manner. Good communication skills and an ability to record detail accurately are also essential. The ability to speak Welsh is desirable, although not essential.

## **\*Prospective candidates will need to demonstrate the following:**

Good organisation and ability to prioritise effectively  
Self-motivation and commitment to a busy role  
A can-do attitude  
Strong IT skills including Word and Excel and Outlook  
Smart and presentable appearance  
A calm and professional manner and an adaptable approach to work  
Ability to deal with a wide range of people in sometimes demanding and emotionally difficult situations  
Ability to listen carefully, understand patient requirements quickly and record accurately  
Good team ethos and a commitment to working effectively as part of a wider multi-disciplinary team  
Adherence to strict codes of confidentiality at all times

Person Specification

## **Qualifications**

### **Essential**

Good organisation and ability to prioritise effectively

Self-motivation and commitment to a busy role

A can-do attitude

Strong IT skills including Word and Excel and Outlook

Smart and presentable appearance

A calm and professional manner and an adaptable approach to work

Ability to deal with a wide range of people in sometimes demanding and emotionally difficult situations

Ability to listen carefully, understand patient requirements quickly and record accurately

Good team ethos and a commitment to working effectively

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