

Bicester Health Centre

JOB DESCRIPTION

Reception Care Coordinator

POST: Reception Care Coordinator

RESPONSIBLE TO: Reception Manager

SPECIAL REQUIREMENTS OF THE POST

Ability to use own judgment, resourcefulness and be able to work under pressure without direct supervision.

To have excellent communication skills and present a calm and friendly image to patients.

To be reliable and flexible.

To observe strict confidentiality on all matters relating to the practice and its patients.

MAIN DUTIES AND RESPONSIBILITIES

1. Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
2. Deal with all general enquiries, explain procedures and make new and follow-up appointments.
3. Using your own judgment and communication skills ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
4. Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
5. Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery. Have a working knowledge of the telephone system, during and after hours.
6. Enter requests for home visits in accordance with practice protocol, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.

7. Action repeat prescription requests and ensure that they are ready for collection by the patient within 2 working days, either on the computer or manually.
8. Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
9. Enter patient information on to the computer as required.
10. Fax and photocopy as requested.
11. Patient notes:
 - a) Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to
 - b) Ensure records are kept in good repair.
12. Ensure the kitchen is kept clean and tidy
13. Premises:
 - a) Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients.
 - b) When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off, air conditioning or heating turned off in the main waiting room and reception office and the alarm activated.
14. Ensure that all new patients are registered onto the computer system promptly and accurately
15. Undertake any other additional duties appropriate to the post as requested by the Partners or other Managers.

You are requested to be flexible and the employers reserve the right to alter such fixed hours as may be considered necessary to ensure The Health Centre runs smoothly. Such changes will only be made after discussion and with your approval.