

OPEN HEALTH NIVERVILLE

<i>Subject</i> Medical Receptionist – Job Description	<i>Pages</i> 2
<i>Effective Date</i> January 1, 2024	<i>Authority</i> NHCSI

POSITION TITLE:	Medical Receptionist
REPORTS TO:	Clinic Supervisor

POSITION SUMMARY

Performs customer service duties as it relates to the front desk and telephone; assists in all other areas of the clinic as needed.

PRIMARY ACCOUNTABILITIES

1. Answer telephones, direct calls appropriately and make required outgoing telephone calls.
2. Greet visitors, ascertain the purpose of the visit, and direct them to the appropriate staff or waiting area.
3. Scheduling patients for clinicians and clinic professionals as required.
4. Perform bookkeeping duties, such as credits or collections, preparing and sending financial statements or bills, and keeping financial records.
5. Receive, follow up, reply, and route messages, faxes, mail, emails, and documents to the appropriate staff.
6. Maintaining an inventory of supplies by noting in writing the required items/supplies
7. Record the patient's current height and weight as required/directed by the clinician.
8. Maintaining patient confidentiality as outlined by PHIA.
9. Travel Health bookings.
10. In an emergency, assist appropriately (ie: calling 911, locating first aid kit, etc.) and as directed by clinician.
11. Other duties as assigned by the Clinic Supervisor or Director of Health Services.

TECHNICAL COMPETENCIES

- ✓ Practical knowledge and experience in computer systems for business and/or medical clinic applications (Microsoft Outlook, Excel, Word).
- ✓ Aptitude for focusing attention to detail is a requirement.
- ✓ Previous Medical Office experience desired.
- ✓ Experience in dealing with the Public is considered an asset.
- ✓ Minimum of High School diploma or equivalent.
- ✓ English language – knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Demonstrated oral and written communication skills.

CORE COMPETENCIES

- ✓ Integrity & Trust Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values.
- ✓ Accountability Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance.
- ✓ Service Orientation Knowledge of principles and processes for providing customer and personal service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

BEHAVIOURAL COMPETENCIES

- ✓ Interpersonal Skills.... Relates well with all kinds of people, inside and outside the organization.
- ✓ Attention to Detail.... Ensures information, task or assignment is completed thoroughly and accurately.
- ✓ Problem Solving..... Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome.
- ✓ Conflict Resolution..... Pursues a variety of approaches to manage and resolve ` concerns, disagreement, and conflict.
- ✓ Time Management Is conscious of time and work quality and how it relates to task completion, through appropriate communication with supervisors, adequately preparing and following through with assignments in a timely manner.