

MEDICAL ADMINISTRATOR

The York Medical Practice, Twickenham are looking for an enthusiastic and positive person to join our experienced team of Medical Administrators. You will be the first point of contact for our patients so we are looking for someone with a proven track record of delivering high quality service.

Job Description

Front Desk & General Duties

- Greet all patients courteously and direct them to the services they require.
- Answer the telephone courteously and respond to all telephone inquiries, redirecting where necessary.
- Check all prescriptions have been signed.
- Give out correspondence filed in reception to patients after they have confirmed identification.
- Collect certain fees from patients as and when required.
- Register new patients and checking for correct information
- Make new and follow-up appointments for patients over the telephone as per practice protocol.
- To inform the relevant staff member of stocking levels of consumables and request replacements in a timely manner
- To be responsible for the efficient day-to-day running of the Primary Care Services.
- Collection of specimens.
- To ensure confidentiality on all matters relating to patients and information obtained during the course of employment and not to release such information to anybody else other than acting in an official capacity.
- To be responsible for maintaining petty cash according to practice policy.
- Participate in any required training as part of your self-development plan.

Clerical Duties

- Review uncollected scripts and forms/letters awaiting collection after a specified time seek confirmation re disposal from Reception Manager.
- Regularly confirm patient address and contact details against those held on the Practice database and update accordingly.
- Photocopy patient record notes as required
- Retrieve and file patient records when required, ensure the medical records cabinet contents are kept tidy and in alphabetical order at all times.
- Open mail, sort accordingly. 7. Send and receive emails and circulate to designated personnel.

- Ensure plentiful supplies of patient forms and information leaflets are available at all times.
- Undertake clerical duties, specified at the time, concerning data input into the practice system. Enter and maintain Patient and Practice details on the Practice Database in line with Practice policies and procedures.

Main Duties/Key Tasks

- Monitoring patient call and recall systems
- Filing and retrieving paperwork
- Extraction of necessary data from clinical correspondence and input into electronic patient Record.
- Scan and electronically file copies of hospital referrals and letters and any other relevant correspondence into patients notes.
- To ensure the efficient running of the practice computer system, carrying out searches, audits and recalls as required by the doctors, nurses and manager.
- Report faults to software supplier and track progress
- Maintain the appointments system
- Ensure security of data at all times

Other

Undertake such other duties or projects as may be reasonably required from time to time as are consistent with the responsibility and scale of the post as agreed with the Reception or Practice Manager.

Competencies

- IT knowledge (Windows and MS Office)
- Good verbal and written communication skills
- Problem solving skills
- Flexible approach, team player, good sense of humour