Position Description

Medical Receptionist

Position Title	Medical Receptionist
Location	Maroochydore; travel required across NCACCH service region/s
Employment Status	Full time, Part time or Casual (dependent on business needs)
Position Report To	Practice Manager
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available (as per policy) Employer contribution to superannuation (12.75%)

NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services

Purpose of the Position

The NCACCH Medical Receptionist is part of the of the Health Services team and reports to the Practice Manager and at times, takes direction from the General Manager – Health Services.

The NCACCH Medical Receptionist is responsible for the provision of a high standard of customer service, effective and efficient administration of patient appointments, patient data and patient claims processing; plus, the provision of general administrative support to the clinic team. The position will actively contribute to the achievement of the clinics business objectives, including increased practice patient numbers, attendance rates and billings.

The NCACCH Medical Receptionist is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position works under the direction of the Practice Manager to ensure NCACCHs business objectives are met through robust and effective support systems and activities to support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

Selection Criteria

Essential:

- Previous experience in a primary care setting or similar
- Demonstrated knowledge and experience working with an electronic Patient Management System e.g. MMEX
- Knowledge and understanding (or ability to rapidly acquire knowledge and understanding of) the Australian Medicare Benefit Schedule (MBS) and the Medicare system
- Demonstrated ability to communicate, engage and work as part of a multi-disciplinary team and actively contribute to the team
- Demonstrated ability to prioritise and organise workload with a high attention to detail
- Experience in contributing to compliance with 'best practice' approaches in clinical practice, clinical policies, systems and procedures
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems
- Strong administrative skills, including the ability to prioritise competing work priorities, maintain accurate and legible records and meet targets and performance outcomes
- Strong interpersonal and communication skills with a focus on patient outcomes; including the ability to develop meaningful relationships whilst respecting traditional culture and values
- Demonstrated written and verbal communication skills with the ability to liaise with patients, internal and external stakeholders

Please note: Under s25 of the Anti-Discrimination Act 1991 (Qld), it is a genuine occupational requirement for the incumbent to be an Aboriginal and/or Torres Strait Islander person.

Desirable:

- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Sound level understanding of the health, social and emotional wellbeing needs of Aboriginal and Torres Strait Islander people in rural, regional and urban settings
- Knowledge of local, state, and national health policies, resources, and organisations

Mandatory Qualifications/ Professional Registrations and Licences

- Cert III in Business Administration (Medical) or be willing to undertake study to gain qualification within 12 months from commencement
- First Aid Certificate
- Current Suitability 'Blue Card' for working with children and young people
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Current C Class Drivers Licence (QLD)

General Role Requirements

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

Position Responsibilities

Appointments

- Adhere to practices to achieve high booking and attendance rates, including checking time requirements for each appointment, coordinating daily lists, ringing patients to confirm attendance, managing changes and follow up appointments, monitoring and managing patient flow /wait times within the day
- Prepare for daily appointments by providing available patient files and relevant materials to clinic health professionals and/or visiting health professionals
- Prioritize patients when necessary and screen urgent phone calls
- Provision of patient services to all stakeholders within the clinic including allied health and specialist health services
- Confirmation of patient follow up dates and next appointment dates, including reviews and health checks.

Registrations and Claims Administration

- Coordinate patient registrations and maintain patient contact details efficiently and effectively
- Update patient personal details including; contact information, Medicare numbers, healthcare and pension card numbers
- Complete history sheet for new patients in charts
- Processing of PIP, Medicare and Work-cover claims in an accurate and timely fashion
- Medicare item numbers promptly and accurately entered into Medical Records System
- Medicare claims are compiled and lodged via Medical Records System
- Process and batch Medicare Claims
- Review, monitor and audit of data accuracy checks
- Claims are reconciled against received income and errors/discrepancies followed up

Reception

- Provision of a high standard of customer service
- Maintain medical documents and manage records
- Compile statistics and assist with data collection for reports
- Maintain daily hygiene of waiting room and throughout the day when required
- Meet and greet patients and visitors
- Attend to general enquiries
- Keep reception desk tidy
- Answer telephone calls promptly and take messages
- Check faxes and put in corresponding pigeonholes and any urgent faxes to be actioned promptly with appropriate team members

- Dispatch mail daily and record and manage incoming mail appropriately in line with NCACCH procedures.

Office Support

- Supervise, train and support junior medical reception staff including trainees and work placement students as required
- Provide general administration support to the clinic team including photocopying, compilation of materials/folders, preparation for program activities
- Perform general word processing duties including typing letters, agendas, minutes and reports
- Other duties as directed in line with your scope of practice

Relationship Management

- Maintain productive working relationships with other NCACCH staff in the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues relevant to your role / area of responsibility
- Encourage cross-functional collaboration to achieve the best outcome for the organisation
- Champion NCACCHs expected behaviours and values both internally and externally to the wider community.

Information Management

- Undertake reporting activities administrative duties within pre-determined timeframes relevant to the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility.

Excellence

- Seek to understand your role within NCACCH
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the

best service to community in line with program specific accreditations and ISO 9001 standards

Safety

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH's Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH's policies and procedures
- Carry out your duties safely in accordance with your ability and competence

NCACCH Values

All employees of NCACCH must carry out their duties and conduct themselves in accordance with the organisation's values, Code of Conduct & policies/procedures. NCACCH values are:

- Transparency
- Safety
- Diversity
- Respect
- Collaboration
- Innovation
- Integrity

Legal Obligation:

All staff members and/or health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.

NCACCH reserves the right to vary the Position Description.