

## WE ARE HIRING

### **We are looking for a Medical Receptionist who is ready to work with the team of a busy, growing medical practice.**

**Veritas Health Care Medical Centre** is seeking for a casual Medical Receptionist with general practice experience preferred but not essential. **Must be available to work from 15<sup>th</sup> May to 14<sup>th</sup> June 2024 to cover staff annual leave.**

We are a GP practice, with a team of 2 General Practitioners, visiting allied health, and 1 practice nurse focusing on family medicine, preventative health, and aesthetic medicine.

#### **SCOPE OF THE JOB:**

- Front desk reception duties
- Answer all incoming calls and making appointment bookings for all practice Doctors.
- Cash, EFTPOS and other payments handling
- Practice office administration duties including keeping financial records, Medicare, and private billings, dealing with outside agencies as directed by the Practice Principals, eHealth participation and acting on behalf of practice principals when directed to.
- Office employer responsibilities as directed by Practice Principals.

#### **ESSENTIAL SKILLS:**

- Ability to communicate at all levels and maintain patient and practice confidentiality at all times.
- Be able to work in a busy environment.
- Ability to provide high standard of customer service.
- Essentially to be in possession of “C” Class driver’s license.
- Current CPR training undertaken in the last 3 years or willingness to participate in such training
- A current criminal records screening
- Work rights in Australia or be eligible for such

#### **MAIN DUTIES AND RESPONSIBILITIES:**

- Knowledge Medicare system and Best Practice computer system – working with these in accordance with current guidelines.
- Work with Microsoft Word, Excel, and Best Practice computer software.
- Prepare Practice for surgery on contracted days and hours.
- Answer telephones in a courteous and professional manner
- Make appointments for patients for all staff
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs, other health professionals and their staff

- Fax, scan and file documents
- Prepare documents for mail-out
- Open, stamp appropriately and distribute incoming mail
- Type documents as required with a high level of accuracy
- Scan letters from Specialists, Hospitals and Radiology etc into medical records and allocate to patient file/ checking incoming messages on HealthLink and assign to patient files for Drs to action.
- Ensure that incoming faxes/emails and messages are relayed to the doctors promptly.
- Filing and general clerical duties.
- Handling of cash, EFTPOS, and other payments
- Cleaning and maintenance of doctor's rooms, kitchen and public areas.
- Take and collect Mail, take cash/cheques to Bank
- Check follow up/ incoming tray and process paperwork as needed.
- Check Doctors' messages and follow up instructions.
- Inform doctors/nurses on all urgent results and messages which require immediate action
- Reschedule appointments/ ring patients to remind them of appointments and follow up patients who DNA appointments.
- Maintain accurate financial records and sticking to Medicare billing guidelines
- Ensure consumables and equipment are kept stocked and maintained to the manufacturer standards and conditions
- Ensure the practice is clean, tidy, and accessible at all times

- Record incidents and near-misses in line with practice policy
- Practice duty of care including meeting practice standards and accountability
- Maintain patient and practice confidentiality at all times
- Ensure the practice building and work spaces are conducive to a safe and practical work environment
- Book and organise staff and Drs meetings as directed
- Maintain practice dress standards
- Opening and closing of the surgery as required

#### **ADDITIONAL DUTIES:**

- **Administration duties as directed by the GP Principals**
- **Above duties may change, and extra duties may be added and subtracted as per business requirement**

#### **WORK ROUTINE:**

##### **As required**

Please send application letter and copy of CV to:  
[reception@veritashealthcare.com.au](mailto:reception@veritashealthcare.com.au)

For enquiries, please contact the practice on 08 9935 9490.

Applications close on 8<sup>th</sup> May 2024.

This job posting will be removed once we found a suitable candidate.