Overview

Title: Medical Receptionist
Appointed by: Chief Executive Officer
Reports to: Executive - Clinical Services
Immediate Reports: Nil
Type of Appointment: Full Time, Fixed Term Contract
Location: 65 Neil Street, Toowoomba

Purpose

The Medical Receptionist will be responsible for providing administrative support to the employed and subcontracted allied health professionals, including direct support to the Executive - Clinical Services, acting as first point of contact for the Health Service Centre, improving the operational processes to increase the number of patients participating in the services program and maintaining resources for the Health Service Centre.

Organisational Environment and Key Relationships

The Darling Downs South West Queensland Medicare Local (DDSWQML) was established in April 2012 by the Australian Government under the National Health Reform Agreement. Under this agreement, a network of Medicare Locals were created throughout Australia to better coordinate primary health care delivery, tackle local health care needs, and fill identified service delivery gaps.

DDSWQML is a not-for-profit organisation delivering support and coordination of care services to eligible patients across the Darling Downs and South West Queensland regions.

The organisation works closely with General Practices, Aboriginal Medical Services/Aboriginal Community Controlled Health Organisations, allied health professionals, and state and national governments in the delivery of patient-centred care.

Relationships

The Medical Receptionist will work closely with a wide range of internal and external partners to facilitate provision of health care and education to patients with chronic disease in the South West Queensland region.
Delegated Authority

The Medical Receptionist has no delegated authority as defined in the Delegated Authority.

Key Responsibilities and Duties

The Medical Receptionist’s duties and responsibilities are outlined below. Variations or additions to these duties and responsibilities may be approved by the Chief Executive Officer from time to time.

Administrative Support

- Act as the first point of contact for the Health Service Centre
- Provide direct support to the Executive - Clinical Services
- Liaise with General Practice and Service Providers regarding service provision, appointments, referrals and reports
- Coordinate the diabetes education groups and provide administration support
- Manage an appointment scheduling system for the Diabetes Educators
- Screen all verbal and written communication for the Diabetes Educators to improve operational processes and quality of patient care coordination
- Assist in the organisation and promotion of Clinical Programs
- Project income for diabetes education through Medicare Australia and other income streams
- Collate statistics related to service delivery from the Health Service Centre
- Process patient data and maintain database
- Monitor the success of the diabetes education groups and strategise ways to promote services for the programs to optimise group attendance
- Support the Diabetes Educators to follow up services to General Practice and patients
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- Process patients’ Medicare Australia forms including scanning of original and uploading into their electronic file; update electronic monthly records, reconcile paperwork, prepare batch and send to Medicare Australia
- Maintain the resources for the Health Service Centre through stock control processes in liaison with the Administration Coordinator
- Maintain and update patient referral registers to assist in the reporting processes
- Perform all administrative requirements of the relevant project areas
- Ability to work autonomously within a coordination and development role
- Participate in continuing quality improvement activities, according to the Plan - Do - Study - Act cycle, in relation to program implementation and service delivery
- Participate in staff development activities and processes
- Perform other duties within your capabilities as directed

Legal and Regulatory Compliance

- Ensure all activities comply with relevant Acts, regulations, legal demands, and professional and ethical standards
- Implement and monitor documentation for standard operating procedures, policies, and any relevant accreditations

Position Requirements

Qualifications and Experience

- Minimum 2 years’ experience in a similar position of professional responsibility and accountability
- Experience with Medical Software to a high degree of competency is essential

Skills and Abilities

- Ability to communicate effectively both internally and externally and manage stakeholder/funder relationships with a focus on business improvement
- Ability to apply an effective interpersonal style, through demonstrated analytical and decision making skills
- Ability to prioritise steps needed for task completion, arrange resources and implement schedules
- Ability to identify and utilise opportunities, show initiative, take action, and persevere to facilitate effective job performance
- Ability to utilise Medical Software to its full advantage

Other Requirements

- May be required to undertake professional development as appropriate to maintain currency of knowledge and professional obligations
- May be required to travel in rural areas
- Required to qualify for, and maintain, a current Blue Card (Working With Children)
- May be required to wear approved uniform (in accordance with Policy)
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Selection Criteria

- Current C class open drivers licence
- Minimum 2 years’ experience in a similar position of professional responsibility and accountability
- Demonstrated experience with Medical Software to a high degree of competency
- High level attention to detail and time management skills including the ability to prioritise, plan, organise, and manage competing demands
- Demonstrated computer literacy skills including Microsoft Office
- Demonstrated ability to communicate effectively and build relationships with both internally and externally stakeholders with a focus on business improvement
- Proven capacity to display initiative and work effectively and efficiently with or without supervision, and within designated timeframes; a high degree of self-motivation and the ability to obtain outcomes in an autonomous environment
- Demonstrated ability to actively support work values of continuous quality improvement, professionalism, teamwork, performance accountability, workplace policies, privacy principles and clinical confidentiality

About the DDSWQ Medicare Local

Medicare Locals are not-for-profit organisations established under the National Health Reform. The objectives of Medicare Locals are to:

- improve the delivery of primary health care services to patients by developing integrated and coordinated health services and programs;
- provide support to clinicians and health service providers to improve patient care;
- identify the health needs of the Darling Downs South West Queensland region and develop locally focused and responsive health services to improve local patient care; and
- facilitate the implementation and successful performance of primary healthcare initiatives and programs to improve patient care.

The DDSWQML became operational on 2 April 2012 covering 23% of the land mass of Queensland, as below: