

Position Description

Position Title:	Administration Support – General Practice Reception
Location:	Clutha Community Health Company Limited <i>trading as</i> Clutha Health First
Reports To:	Practice Manager
Number of Direct Reports:	None
Date:	August 2022

Our Vision

To improve the health of our community through innovation, advocacy, and leadership.

Our Focus

We are focused on delivering the highest quality medical services and improving the health of the Clutha community.

Our Shared Values and Behaviours

Our People: Our people are at the centre of all that we do, and we will work as a team to achieve the best outcome for our community.

Honesty and Respect: We communicate honestly and respect each other's needs, independence, and diversity.

Excellence: We deliver excellent and safe care to our community, inspire success and are always improving.

Purpose of Role

To deliver quality reception, clerical, and telephony services in a timely and efficient manner, ensuring Clutha Community Health Company Limited philosophy, priorities and standards of practice are met.

Key Relationships

Internal:	<ul style="list-style-type: none"> Inter-disciplinary members of the health service team including independent contractors in other sectors
External:	<ul style="list-style-type: none"> Patients and their families/whanau/representatives

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 www.cluthahealth.co.nz

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Person Specification		
	Essential	Desirable
Training, Work Experience and Qualifications	<ul style="list-style-type: none"> • Clerical experience • Basic word processing skills 	<ul style="list-style-type: none"> • Clerical experience in the health sector
Skills and Knowledge	<ul style="list-style-type: none"> • Knowledge of and competent in the use of Windows and Microsoft packages • Able to work within Clutha Health First's aims, objectives and values • Able to maintain confidentiality and use discretion • Able to demonstrate a high level of ability to communicate with colleagues, other health professionals, clients, and family members/whanau. • Able to maintain accurate and up-to-date records, in accordance with the Clutha Health First documentation standards • Able to plan own workload so that priority tasks are carried out on time with a minimum of supervision • Committed to on-going self-development. • Able to work as an effective member of a team • Flexible attitude to working outside the scope of the position when requested • Alert, reliable, thorough, and mature in approach • Acts with integrity and uses own initiative • Has an appropriate presentation and standard of personal care and grooming 	<ul style="list-style-type: none"> • Knowledge of medical terminology • Knowledge of and competent in the use of the MedTech application and other applicable clinical applications e.g., Healthviews and IPM
Physical Task Requirements	<p>The following denote the key physical requirements for the position including:</p> <ul style="list-style-type: none"> • Standing, sitting, walking, light lifting • Repetitive arm, hand, and finger movements • Operating machinery e.g., photocopiers & printers • Mental activities require a high level of concentration, accuracy, and organisation. 	

Key Tasks / Accountabilities and Performance Indicators

Key Tasks/ Accountabilities:

Reception Duties

Performance Indicators:

Patients are received appropriately and promptly on their arrival and where appropriate nursing staff are informed.

On arrival patients are correctly recorded within the MedTech patient management system.

Where a patient's appointment is expected to be delayed by >10mins then the affected patient must be informed and regularly advised of updates to their anticipated wait time.

Maintain reasonable observation of patients waiting and advise nursing or medical staff should any patient or visitors' actions, condition or manner give cause for concern. Where patients generate a cause of concern the Triage Nurse should be advised and asked to review the patient.

Ensure that the reception and waiting area are maintained in a presentable manner at all times

All appointments are to be made in accordance with the departments' guidelines.

All patients are to receive an encounter slip to validate their recorded demographic information. Where the patient revises this information the MedTech system must be updated before that day's close of business.

All reasonable efforts must be taken to ensure that the encounter slip is returned by the patient after their consultation.

All reasonable efforts must be taken to ensure that any due consultation fee is paid prior to the patient leaving the facility or ensure acceptable alternative payment arrangements have been made.

All patients should be charged accurately and in accordance with the schedule of fees and charging guidelines.

All payments are to be recorded and receipted accurately.

The appointment books should be correctly 'cashed up' at close of business each day.

All appointment books must be checked at least daily and at close of business to ensure that these are clear of comments, notations, or advisories.

Remaining information should reflect only patient bookings/attendances.

	<p>Identify urgent messages/calls and ensure the appropriate individual is contacted or made aware of these with the minimum of delay.</p> <p>Recognise limits of knowledge and/or experience, and hence transfer inquires appropriately.</p>
<p>Telephonist Duties</p>	<p>Telephone answered promptly within 3 rings and messages relayed accurately.</p> <p>Be conversant with the telephone system and related equipment.</p> <p>Appointments are to be made accurately in accordance with Department guidelines.</p> <p>Coordinate appointments and bookings for Radiology, various meeting rooms and vehicles.</p> <p>Patients who request same day appointments or request repeat prescriptions are to be directed to the Triage Nurse for management.</p> <p>Identify urgent messages/calls and ensure the appropriate individual is contacted or made aware of these with the minimum of delay</p> <p>Recognize limits of knowledge and/or experience, and hence transfer enquiries appropriately</p>
<p>Administration Duties</p>	<p>Ensure information is collected and collated in line with Clutha Health First Health Records and clinical records procedures and legislation.</p> <p>Clinical information is scanned and uploaded accurately into the identified patients clinical record in MedTech and HealthViews within one working day of receipt</p> <p>Patients enrolling into the practice are registered in accordance with its policy and guidelines (including requesting patient notes, generation of a patient file and data entry onto the MedTech system.</p> <p>Patients transferring out of the practice or deregistering are managed in accordance with the prevailing policies and guidelines.</p> <p>Coordinate appointments and bookings for Radiology, various meeting rooms and vehicles.</p> <p>Photocopy and distribute/post typed material and any other material as required.</p> <p>Ensure filing is done accurately on a daily basis as far as practicable and within one working day of its arrival</p> <p>Ensure that stationary and other supplies are maintained at the prescribed or appropriate levels.</p>

	Deal appropriately, effectively and in a timely manner with all incoming correspondence
General Duties	<p>Have adequate knowledge of the duties required to provide support/backup for cover of leave or busy periods within other administration departments of Clutha Health First.</p> <p>All other additional duties are performed in an efficient manner, at the required time and within a negotiated timeframe.</p> <p>The employee will perform such other duties as reasonably required by the Senior Management Team in accordance with the conditions of the position</p>
Maintain High Standards of Performance	<p>Patient confidentiality must be maintained at all times. Any documentation containing a patient's name or other readily identifying information must not be visible or accessible by members of the public or others who have no legitimate right to sight that information.</p> <p>Patients and their details must not be discussed or disclosed with others who have no legitimate right to that information.</p> <p>Demonstrate individual responsibility and maintain accountability for own work practice.</p> <p>Meet the performance expectations as identified in the Staff Development Performance Appraisal process.</p> <p>Undertake annual CPR, OOS, Fire Training, and any other service requirement training as per Clutha Health First CQI plan and procedures.</p> <p>Perform all duties in a responsible manner; with due care for the health and safety of self and other employees, patients, and the general public, within the limit of his/her knowledge base.</p>
Ensure the provision of a safe and clean environment for patient, staff, and visitors	<p>Ensure maintenance and responsible use of consumables and equipment.</p> <p>Ensure appropriate reporting of incidents, equipment faults and problems to the Manager.</p> <p>Practice is safe and meets legal requirements.</p> <p>Practice protects and enhances individual rights</p> <p>All records are maintained to meet policy and procedure requirements</p>
Maintain good communication and interpersonal relationships within Clutha Health First	Act in a professional manner in relationships with all staff to enhance interdisciplinary harmony within the hospital

<p>Adopt a philosophy which encourages flexibility, cooperation, collaboration and co-ordination of service delivery in an integrated patient orientated system</p>	<p>Ensure all policies, procedures, and standards of practice of CCHCL, relevant Acts, Regulations, Employment contracts and statutory obligations are adhered to, in the interest of client safety, good employer requirements of the Health & Disability Services Act and within the principles of Equal Employment Opportunity, the Treaty of Waitangi and recognition of Tangata Whenua.</p> <p>Actively participate in quality assurance activities.</p> <p>Be flexible and prepared to work outside traditional boundaries to develop flexibility and achieve efficiency.</p>
<p>Assumes responsibility for personal professional/work education and development</p>	<p>Maintains and/or extends knowledge and skill base required for effective performance.</p> <p>Negotiates with management to attend appropriate education and training.</p> <p>Participates in own performance appraisal annually.</p>

Performance Measures

- Set realistic measurable goals for own performance and assume responsibility for acquiring knowledge/experience to meet those goals.
- Plans for growth and undertakes change based on regular self-evaluation and the Staff Appraisal process.
- Participates in an annual Staff Appraisal with the Team Leader.
- Attends annual CHF Service Requirement Study Day.

Treaty of Waitangi

- Clutha Health First recognises the special relationship between Māori and the Crown and has an understanding of the articles/principles of the Treaty of Waitangi.
- As an employee you will be required to develop an understanding of the cultural concepts, values and tikanga that might affect the wellbeing of Māori patients.

Health and Safety

Clutha Health First is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report, and resolve issues that may cause harm to themselves or others in the organisation. As an employee of Clutha Health First, the health and safety of clients, patients, and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in the health and safety programs. It is expected that you will report all accidents or potential hazards to your manager.

Clutha Health First employees will participate in and comply with the requirements of the Health & Safety at Work Act 2015 plus amendments and associated CHF procedures.

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, hazards eliminated, minimised, or isolated.

- Comply with Clutha Health First incident reporting and Health & Safety policy
- Emergency management procedures and compulsory/compliance education and training completed.

Quality and Risk

Clutha Health First is committed to continuous quality improvement. Our focus is to improve our practice and the quality of care received by patients. Our goal is to embed continuous improvement in our daily activities, by focusing on improving systems and processes, enhancing our communication with other health providers, and increasing consumer involvement.

Changes to Position Description

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

Employee Name

Employee Signature

Date

Team Leader Name:

Team Leader Signature:

Date