



## **RECEPTIONIST JOB DESCRIPTION**

**Position:** Receptionist

**Responsible to:** Directors of Back in Motion Physiotherapy

**Objective:**

1. To provide administrative support to physiotherapy staff.
2. To maintain a pleasant, professional and tidy work environment.
3. To assist with data entry and accounts.
4. To provide a high quality environment for staff and patients.

**Task – Company Vision and Strategic Plan**

The employee must be aware of and actively support the Company's vision and strategic plan including short and long term goals.

KPI – Read Company plans within 1 week of employment.

Performance of tasks allocated to them

Target – 100%

**Daily Tasks:**

**Task – Customer Service/Greeting Clients**

- Clients must be greeted or acknowledged on entry into the clinic.
- At all times the receptionist must be pleasant, courteous and professional with their dealings with clients.

KPI – no customer complaints

Measure – 98%

**Task - Making Appointments**

- To be done on Gensolve Software System.
- 1<sup>st</sup> Appointment 40 minutes, follow up appointments 20 minutes.

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- All appointments made on computer.
- Pilates Patients: 1<sup>st</sup> appointment 60 minutes, follow up 30 minutes.

KPI – All appointments made in a correct and timely manner.

Target - 95%

### **Task - Phone and Email**

- Answer incoming phone calls and handle phone enquiries.
- Check the answerphone frequently.
- Check the email and delete spam using Mailwasher.
- Answer phone to be checked 3 times daily
- All phone calls to be answered in a professional manner
- Measure – reviewed by all staff.
- Emails reviewed at least twice daily and distributed to appropriate staff.

KPI – 100%

### **Task - Patient Notes**

- All patient notes, that are not entered electronically on the Gensolve database are to be kept in tidy alphabetical order, including x-rays results and any other relevant documentation.
- To ensure that appointments on the database are correctly coded.
- All ACC 45's and other relevant documentation to be filed alphabetically.
- All discharged notes scanned.

Measure – observation by Directors.

KPI – 98%

### **Task - New Patients**

- Greet all patients as they enter the clinic.
- When a new patient arrives ascertain if they need to complete an ACC form or they may already have one from their G.P.
- They must read the Patient Information Sheet and sign the consent form that appears on the patient note header sheet that will contain their personal details.
- Place paper work ready for treating physiotherapist.

Measure – All new patients to be processed with 24 hours of arrival.  
Observation by Directors.

KPI – 98%

### **Task - General Office Duties**

## **Mail**

- Mail to be opened, unless marked Private or Confidential, and actioned accordingly.
- Outgoing mail to be collected and posted.

KPI – Mail to be posted daily

## **Task - Typing**

- Dictaphone typing when necessary.
- Type draft, physiotherapist to check, final letter done and copy kept on file.
- Typing of minutes of staff meetings.

KPI – Typing to be done with in 48 hours

Measure – 98%

## **Task - Banking**

- Collecting any money from patients and providing receipts.
- Receipting daily transactions correctly on Gensolve.
- Preparing banking and taking to the National bank .

KPI – banking to be done daily.

Measure - 98%

## **Task – Filing**

- To ensure filing of paperwork pertaining to the patients and the business, is done on a daily basis and in an ordered manner.
- To accommodate additional requests of filing by the Directors ie) bank statements, accounts.

KPI – filing to be done daily

Measure – 95% - by unit manager

## **Task - Statements**

- To be run off the computer 30<sup>th</sup> of every month and posted – currently done in conjunction with Unit Manager.
- Discuss report with Manager
- Subsidiser's invoices to be batched up at the end of every month and posted.

KPI – Monthly reports to be completed by 3<sup>rd</sup> working day of the following month

### **Task - Electronic Claiming for ACC**

- To be done daily at the best time suitable to the practice when it is not too busy.
- Electronic schedules returned from ACC to be checked against database on computer when received and paid accordingly. Any declines to be followed up and actioned.
- All declines to be discussed with physiotherapist.
- Any difficulties with electronic batching must be notified to Director immediately.

KPI – ACC batching to be entered daily.

Measure – 98%

### **Electronic Sending of ACC45 forms.**

- This is to be done daily via the ACC web site.

KPI – send ACC45 forms daily

Measure – 98%

### **Task – ACC 32 Forms**

- Patients that require ACC32 (extension of treatment times), liaise with the physiotherapist to make sure that these forms are completed and sent before treatment time is expired.
- Once the ACC 32's are returned ensure the status and appointments are linked and the physiotherapist notified.

KPI

- ACC 32 forms to be sent with in 48 hours of being printed.
- The status to be changed correctly on Gensolve.

Measure 98%

### **Task - Photocopying**

- Photocopying room as appropriate.
- No confidential information is to be left in the photocopier.

KPI – photocopying to be done within 24 hours.

Measure – 98%

### **Task - General**

- To purchase kitchen supplies, e.g. tea and coffee, and to make sure that there are adequate supplies of sundries for the clinic.

KPI – Supplies will be stocked  
Measure – 95%

#### **Task – Order office and stationary supplies.**

- To be done online through Office Max.

KPI – Supplies to be stocked

Measure – 95%

#### **Task – Accounts**

- Assistance is sometimes required with preparation of accounts, filling in cheques, checking that amounts are correct and posting out.
- The receptionist may be required to undertake additional tasks as required by the business principles to facilitate the operation of the practice.

#### **Task - Personal Attire**

- The receptionist will be expected at all times to dress to the highest standards and to present a clean and hygienic appearance.
- Wear the uniform top provided.
- No denim is to be worn.
- No visible body piercing to be worn or inappropriate hairstyles.
- Body odour including, smoke and cooking must be attended to immediately
- No exposure of midriffs, buttocks
- No exposure of body parts that may cause offense to staff or clients.
- Hair styles should reflect a professional image. Long hair should be tied back.
- Tattoos should not be visible.
- Females: One small ring or stud per ear but no other body piercing should be visible.
- No other body piercing should be visible.
- Jewellery that may cause risk to clients should not be worn.
- Collared shirts must be of a good standard.

KPI - 100 % Adherence to above policy

#### **Task - Confidentiality**

- Patient's confidentiality is to be protected at all times.
- Notes and any other personal material are not to be taken from the office.
- No discussion of patients or business matters outside work.

- No discussion of business matters including patients to be discussed with media.
- Practice information can only be taken with permission of a senior staff member and there should be no access from a third party.

KPI - No notes / information are to be taken from practice.

- No discussion of practice matters outside work

Measure – 100% and observation by senior staff.

### **Task - Quality Assurance**

- The Receptionist may be required to assist in Quality Assurance checks, performance appraisals and other Quality Assurance measures.

KPI

- Carry out allocated QA tasks in a timely manner
- Attendance at meetings

### **Task – Use of Computer**

- The Receptionist should make himself / herself familiar with the basics of data entry on the computer system so that he / she can handle basic enquiries which may occur.
- The computer and use of the internet is for work purposes only.
- Downloading of offensive material from the internet is prohibited.
- Accessing web-sites containing offensive material is prohibited.
- Inappropriate use of intellectual property is prohibited.
- (No unauthorised copying of material; no unauthorised sending of material to a third party)
- Patient notes are not to be taken from the office.
- Practice information taken from the office must be done at the permission of the senior physiotherapist. Computer files have to be secured and there should be no access to a third party.
- Back up discs remain the property of Back in Motion.

KPI

No inappropriate use of computer or intellectual property.

Target – 100%

### **Task - Policy and Procedures Manual**

- The Receptionist will read and abide by the policies set out in the Policies and Procedures Manual.

KPI – P&P manual to have been read within four weeks of starting practice (To be checked by Director.

Measure - 98%

### **Task - Time Management**

- The employee must demonstrate good time management skills and effective prioritising of work load.
- To alert Directors as soon as possible if unable to keep up daily workload.

KPI – Demonstrate good time management at all times (Senior staff will observe).

Measure – 98%

### **Task - Change in Management**

- The employee will be proactive in any changes made by the company..
- The employee will assist in minimising lost production and planning.

KPI – Become actively involved with company change

Target – 98%

### **Weekly Tasks**

- The position will require some autonomy and will be answerable to the principles Dusty Quinn, Kerry Tutty and Graeme Moginie
- Unbatched claims – Outgoing ACC schedules.
- Check to see that no claims remain unpaid and that all batches have been sent and no mistakes in batching.
- Check there are no old batches are outstanding.
- Check any ACC declines (follow up reason why and correct).
- Check through Invoice folders to follow up any accounts that have been outstanding for a period of time.

I declare that I have read the above job description and will perform the above duties to the best of my ability.

Receptionist.....

Signature

Date

Directors.....

Signature

Date