



JOB DESCRIPTION

Title	Medical Receptionist/Clinical Coder
Hours	Full-time (37.5 hours per week) <ul style="list-style-type: none">➤ 3 days Medical Receptionist➤ 2 days Clinical Coder within the IT Department
Managed by	Operations Manager/Business Manager
Accountable to	Practice Partners
Salary Scale	£15,366 - £17,043 per annum (hourly rate = £7.88 - £8.74 top of scale) <i>(£15,366 training rate for first 3 months increasing if satisfactory progress thereafter, followed by annual review)</i>
Contract	Initial 3 year contract (Subject to 6 month probationary period)

Key Skills Required

- 5 GCSEs/O Levels at Grade C or above (including Maths and English) essential
- Experience dealing with public essential
- Experience with computers essential
- Previous clerical experience essential
- Reception experience desirable

Personal Qualities Required

- Enthusiasm and motivation
- Pleasant telephone manner
- Ability to learn quickly
- Attention to detail and accuracy
- Ability to work unsupervised

Important Information about this role

This post is not 9am-5pm. The 3 days in reception will be various shift patterns between 7.45am-6.30pm, occasional Tuesday evenings and Saturday mornings. The Clinical Coder role will fit around the reception role, but within normal working hours, whilst maintaining full time hours each week as per contract

Reception - Duties and Responsibilities

- Opening premises and setting up reception for the day
- Booking patients into doctor and various types of nurse clinics for routine and urgent appointments
- Answering general enquiries, explaining surgery procedures, transferring and directing phone calls around the practice as appropriate and taking and delivering messages promptly
- Taking requests for repeat prescriptions, ensuring that they are printed, signed and available for collection within the agreed time
- Receiving and directing patients on arrival in a courteous and efficient manner.
- Registering new patients and temporary residents including entering data onto computerised system
- Organising individual patient's records. Filing records and results after use
- Ensuring that reception area and waiting room are left tidy and secure, ready for use by incoming colleagues, together with information about any unresolved or urgent matters
- Restocking doctors' rooms
- Scanning and photocopying documents as required
- Any other duties appropriate to the post



Clinical Coder - Duties and Responsibilities

- Registering new patients and temporary residents including entering data onto a computerised system
- Retrieving medical records for ex-patients and preparing relevant information to be sent on
- Adding patient information, results and hospital information onto the clinical computer system as and when required
- Updating patient addresses and contact information onto computer system
- Assisting in sending out patient recalls for various purposes
- Any other duties appropriate to the post

Please note: Full training and support provided in-house.

****Annual leave is not permitted during university term-time unless by special arrangement****