



POSITION DESCRIPTION

JOB TITLE	Medical Receptionist – Urgent Care Services
BUSINESS UNIT	UNE Life Health
REPORTING TO	Practice Manager and on shift GP
LOCATION	UNE Life Healthcare Centre
AWARD COVERAGE	Health Professional & Support Services Award 2020
DATE	May 2024

PURPOSE OF THE POSITION

The Medical Receptionist – Urgent Care Services, performs a key role in the Armidale Urgent Care Services team, ensuring a smooth and efficiently functioning Urgent Care Service that provides an exceptional standard of care to the patients. The UCS core team include the GP, nurse, and reception.

The Urgent Care Service (UCS) is designed to provide short term, episodic medical attention for non-life-threatening injuries and illnesses. It aims to bridge the gap between primary healthcare and emergency departments (ED) by offering extended hours, shorter wait times, and a broad range of services. The Service targets those that typically present to the ED as non-urgent or non- admitted triage category 4 & 5 (See Appendix A).

The Service will receive patients from Healthdirect, and if necessary walk-ins, and treat them through the provision of end-to- end episodic care. Following treatment a discharge summary will be completed to enable the patient to return to their regular GP for ongoing care, or assistance will be provided to ensure ongoing care as is appropriate.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:



- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre, UNE Life Health and Armidale Urgent Care Service.

The UNE Life Healthcare Centre provides primary and secondary health care services to the University of New England's students, staff and the broader community, developing and maintaining close professional links with other medical centres in Armidale and the region. Located on the grounds of the Armidale Referral Hospital, the Centre is uniquely positioned to cater for the needs of all stakeholders.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

Reception

1. First point of contact for patients either face to face or over the phone, greeting patients in polite and efficient manner.
2. Use system to queue patients from Healthdirect to see either GP or Registered Nurse.
3. Initiate patient triage by Registered Nurse or GP (if available) for walk-in patients requiring emergency assessment as per practice policies and procedures (if applicable).



4. Assist patients and third parties with enquiries.
5. Ensure confidentiality and privacy guidelines are followed when dealing with patient information.

Administration

6. Answering calls, faxing, photocopying.
7. Open UCS and prepare for the day.
8. Close UCS and attend to general housekeeping.
9. Ensure the reception area is always clean and presentable.
10. Provide administration services to HCPs.
11. Advise Practice Manager if the Centre is not stocked and in running order.
12. Ensure patients are booked in, paperwork is completed.
13. Complete registration process including additional data collection requirements.
14. May involve batching, recalls of patients.

Workplace, Health & Safety

15. Assist your manager / supervisor implement WHS policies and procedures into day-to-day operations.
16. Assist your manager / supervisor in ensuring workplace inspections and audits are completed.
17. Ensure Hazards are reported using the appropriate Hazard report tool and follow up on actions to correct any hazards identified.
18. Report all incidents or injuries immediately to your manager / supervisor.

Other Duties

19. Following the documented guidelines, be able to identify life-threatening conditions.
20. Mental Health awareness.

Note: *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*



EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Excellent interpersonal and communication skills.
- Always be well-presented, friendly, courteous and obliging.
- Represent the practice confidently and positively.
- Undertake all duties in a diligent manner, with honesty and integrity.
- Maintain absolute confidentiality regarding patient and practice information.
- Have a vigilant attitude to accuracy, being prepared to double check as necessary.
- Work cooperatively and independently.
- Demonstrated organisational values including respect, dignity and cultural safety.
- Demonstrated ability to prioritise and organise.
- Undertake professional development opportunities offered by HNE LHD, in relation to Urgent Care.

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Patients
- Community & other allied health professionals
- Healthdirect
- Imaging and Pathology
- Emergency Department personnel
- Armajun Aboriginal Health Service
- Translator services (TIS)

Internal Stakeholders:

- General Practitioners (Dr's)
- Practice Manager
- Nurses
- UNE Life contractors
- UNE Life colleagues
- UNE staff and students



SELECTION CRITERIA

1. Certification as a Medical Receptionist in a primary healthcare setting, desired but not essential.
2. Experience within, and demonstrated understanding of, a general practice environment, urgent care/emergency environment or similar, desired but not essential.
3. Demonstrated familiarity with the local region, awareness of alternative healthcare services, and tested relationships with various referral pathways (Healthdirect, ambulance, GP's, ED referrals)
4. The ability to maintain a high level of professionalism and confidentiality.
5. Demonstrated ability to work independently and as part of a multidisciplinary team.
6. Demonstrated competence in the use of patient management software and/or strong computer literacy.
7. Excellent communication skills, written and verbal, with the ability to communicate with a wide range of people.

SPECIAL REQUIREMENTS

1. Flexibility and a willingness to work weekends and nights, as required.
2. Current NSW Working with Children Check.
3. Must maintain a current CPR certification.
4. Evidence of current immunisation status
5. National Criminal history check

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented, promoted, and adhered to.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.



Signatories	Name	Signature	Date
Staff member			
Supervisor			