

Beacon Hospital in association with UPMC

Job Description

Job Title	Receptionist/Telephonist - Lead
Department	Patient Business Services
Reports to	Patient Business Services Coordinator
Date	July 2010

Overall Purpose of Job

To provide a well informed, courteous and friendly Customer Care Service at the first point of contact for patients, visitors, clients and colleagues to support an environment where quality, respect, caring and compassion are at the centre of all we do

Key Responsibilities and Deliverables

1. Takes lead in maintaining efficient functioning of main reception, identifying areas for improvement or change
2. Liaise with Patient Business Services Supervisor for any staff or area related issues
3. Plan and implement monthly staff roster
4. Meet and greet patients and members of the public in a friendly and courteous manner
5. Ensure the reception area is tidy and professional, reporting any hazards or discomforts for patients or staff
6. Answer all enquiries proficiently or make enquiry to suitable department if unsure of correct answer
7. Be knowledgeable of all hospital department and Consultant Clinic locations to clearly direct persons to the appropriate area
8. Be able to identify location of patient through Meditech
9. Be vigilant of patient confidentiality and hospital policy with regard to the release of information concerning patient's presence in the hospital
10. Answer internal and external telephone enquiries in an efficient, professional, courteous and friendly manner
11. Acknowledge arrival of patients for admission and direct appropriately
12. Act as patient advocate by informing Patient Business Services Coordinator of any delays in patient admission etc.
13. Operate the telephone switchboard in accordance with the standard procedures laid down by the Hospital
14. Observe the hospital code of procedures regarding all emergencies
15. To be able to identify Dr on call and other on call staff
16. Order transportation as appropriate, e.g. taxis, ambulances etc

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17. Manage all in-coming and out-going mail and identify any mail deliveries requiring special/urgent consideration
18. Liaise with Consultant Clinic admin for mail transfer etc
19. Be aware of required Business Processes on admission/registration of patient (e.g. after hours/week-ends) such as insurance form requirements or co-payment collection
20. Participate in administrative roles such as logging of insurance form on Meditech IT system/new medical chart preparation
21. Comply with departmental and hospital Policies and Guidelines
22. Participate in shift roster to provide 24 hour cover at reception
23. Participate in meetings as requested, and contribute to the on-going development of the department and hospital
24. Create an environment that encourages teamwork, positive attitudes and high morale.
25. Participate in any other duties that may be assigned due to developing departmental requirements e.g. Admissions/registration process

Information Technology

1. Be able to locate Patient schedule and bed-location lists from Meditech
2. Be proficient in registration of patient on Meditech and use of Meditech Cash Drawer function
3. Be proficient in accessing telephone extension list for staff/Consultants
4. Be proficient in Hospital Switchboard functions
5. Be aware of specific requirements to comply with The Data Protection Act 2003 and patient confidentiality
6. Participate in training for IT updates to enhance and maintain proficiency
7. Be aware of 'IT Downtime Policy' and be able to put into effect if required

Health and Safety

1. Be vigilant of the individual and departmental responsibilities to comply with The Health, Safety and Welfare at Work Act Year 2007 and the hospital's specific Health & Safety policy
2. Report any omissions

Service Quality/Accreditation

1. Understand the importance of quality in relation to every day work and participate in quality system measures to ensure that services are provided at an agreed quality standard
2. Understand the importance of providing an excellent Customer Care Service to all patients, consultants and colleagues to uphold the mission, vision and values of the hospital
3. Participate in performance productivity measures

Confidentiality

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1. The dignity of all patient's will be respected together with their absolute right to confidentiality
2. Workings of the hospital or its patients will not be discussed with people outside the hospital, save as appropriate in the course of work.
3. Documents or property of the hospital will not be removed from the hospital without prior authorisation.
4. Upon cessation of employment in the hospital all property of the hospital held by the employee will be surrendered to the Human Resource Department

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Person Specification

Qualifications	<ul style="list-style-type: none">• Leaving Certificate• Secretarial Training
Experience	<ul style="list-style-type: none">• At least 2 years previous work experience dealing with people preferably in a Hospital environment
Job Specific Competencies and Knowledge	<ul style="list-style-type: none">• Capable of communicating effectively and courteously with a wide variety of departments and individuals, including patients, visitors, hospital consultants, nursing staff, hospital management and other colleagues• Must possess good decision-making ability to direct patients/staff in calm, controlled manner• She/he should have a strong awareness of the need for confidentiality, discretion, precision, and a methodical approach in all matters.• An ability to maintain motivation to get things done with attention to detail, within the constraints of a busy hospital.• Knowledge of hospital switchboard and telephone systems• Computer keyboard skills with ability to learn hospital specific IT systems relating to role• Knowledge of basic hospital functioning with ability to learn specific hospital layout, Consultant specialities and basic insurance information
Personal Competencies	<ul style="list-style-type: none">• All posts in Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as, and when required by their manager• Play an active part in the multi-disciplinary team• Be self motivated with a high capacity for individual initiative• Demonstrate an ability to prioritise work and handle large volumes of activity

Important Note: *The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skills and aptitudes necessary to respond to a changing situation. The Hospital is at the developmental stage and therefore, the job description must be regarded as an outline of the major areas of accountability at the present time. In light of the changing needs of the Hospital this job description may be subject to review as the Hospital and post holder's role develops.*

Job Description received by employee

Signature

Date