

## JOB DESCRIPTION

<b>Job Title</b>	Bank Medical Receptionist
<b>Department</b>	Front of House
<b>Line Manager</b>	Clinic Supervisor
<b>Location</b>	All Fortius sites: Fortius Clinic Marylebone, Fortius Clinic City, Fortius Wimbledon & Fortius Surgical Centre.
<b>Contract type</b>	0 Hours Contract

### Job Overview

Fortius Clinic is now the UK's largest private orthopedic group. We are building our business on a passion for excellence, an innovative approach in all that we do and working together to put patients first. We require a receptionist to become part of a talented, dedicated team of people committed to providing the very best in orthopedic and sports injury care. We have three Outpatient Diagnostic and Treatment Centres (ODTCs), in Marylebone, City and Wimbledon.

The front of house team is the first point of contact for patients, visitors and consultants so it is vital that the initial impression is both courteous and efficient to all parties. The patient pathway is not always straightforward, many of our visitors touch different services in the same day or on multiple visits, this can include appointments for wound care through to X-Rays, to the settlement of their accounts to assisting with insurance queries. Attention to detail and an obliging attitude are the key to success in this role.

### Dimensions

- First point of contact for all outpatients and visitors to our three ODT Centers in London, i.e. the City, Wimbledon & Marylebone.
- The outpatient clinic is operational Monday to Friday from 8.00am to 9.00pm
- Shifts are split between 6.30am – 9:00pm across all locations (Monday to Friday and occasional Saturday mornings)

### Principal Accountabilities

- Contribute to smooth day-to-day running of reception, ensuring that patients are greeted, and checked-in/out efficiently, courteously and professionally.
- Handle the settlement of accounts, taking payments by cash and card.
- Manage future bookings
- Arrange follow up appointments/ liaison with diagnostics and nursing staff.
- Encourage patients to complete their SCORES (study of clinical outcomes recovery and evaluation system) questionnaires.

- Monitor and adjust work priorities to consider changing demand and patient flow across the service.
- Prepare the consulting rooms prior to clinic and tidy again at change over.
- Support consultants with any day-to-day requirements, refreshments, chaperoning etc.
- Work in conjunction with and assist with other departments, as necessary.
- Ensure all patient confidentiality is respected.

### **Main Contacts**

- Consultants
- Medical Secretaries
- Outpatient Staff
- Patients, relatives and visitors to the clinic
- Housekeeping staff
- FOH Manager
- Clinic Manager

### **Equality & Diversity**

All Fortius employees must have respect for every individual, treating everyone with dignity, courtesy, fairness and consideration, and welcoming and accepting differences between people. It is the responsibility of every employee to work towards the elimination of all discrimination and prejudice.

### **Health & Safety**

All Fortius employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Fortius to meet its own legal duties.

### **Infection Control**

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Fortius Infection Prevention and Control policies.

### **Quality Governance**

All Fortius employees must adhere to Fortius policies and procedures and seek advice on these when in doubt as to their scope and applicability. Employees are specifically reminded that they must respect the confidentiality of all information they have access to during their employment including personal data.

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.

### **Values**

All Fortius staff are expected to display and aspire to the Fortius Values.

**Making it Happen**

Be proactive in reviewing the current service, making recommendations and implementing changes to continuously improve the patient journey.

**Stronger Together**

Work in partnership with the multi –disciplinary team to challenge and influence clinical and managerial decision making.

**Personalised Service**

Deliver a patient centred service, provide patients with information regarding their care and treatment.

**Person Specification**

Qualifications/ Knowledge/ Skills/ Experience	Essential	Desirable
1. GCSE English and Maths (or equivalent)	X	
2. Excellent interpersonal and communication skills (verbal and written)	X	
3. Experience of clerical and administrative work.		X
4. IT literate – able to use a range of Microsoft Office packages including word, email and patient booking system.	X	
5. Demonstrable evidence of delivering customer service ideally in front of house or similar environment		X
6. Previous experience of working in a clinical or medical setting would be advantageous		X
7. Ability to work on your own or as part of a team	X	
8. Excellent organisation skills and ability to prioritise and manage a busy workload without direct supervision	X	
9. Able to remain calm when under pressure and deal effectively with unanticipated demands	X	
10. Ability to work with a range of stakeholders		X
11. Able to handle sensitive information without compromising confidentiality	X	
12. Flexible helpful attitude.	X	