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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Receptionist
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Practice Manager / Senior Receptionist
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	Provide efficient, professional, and culturally respectful reception and administrative support across health services. Ensure clients are welcomed and supported, appointments are coordinated, and clinical teams are well supported through timely communication, accurate information management and frontline Medicare and MyMedicare support in accordance with organisational procedures.
MINIMUM SKILLS REQUIRED:	Previous experience in a front- desk, receptionist, or customer service role in a healthcare setting

POSITION SUMMARY

The Receptionist is the first point of contact for patients and visitors and plays a critical role in creating a culturally safe, welcoming, and organised environment. The role includes appointment scheduling, patient liaison, call management, Medicare billing processing and support, Medicare and CTG assistance, mail and document processing, and general administrative support across clinical and corporate teams

RESPONSIBILITIES

Patient Service & Front Desk Operations

- Greet patients in a professional and culturally respectful manner
- Maintain patient privacy and confidentiality at all times
- Provide patients with updates on waiting times and offer support when delays occur
- Screen walk-in patients for symptoms of illness or distress and follow protocols for managing unwell presentations
- Identify urgent presentations and escalate to clinicians using agreed triage protocols
- Provide support with My Health Record (eHealth), MyMedicare, PIP and CTG registration processes
- Ensure patient contact details and HCC/ Pension Card and Medicare information are up-to-date
- Ensure three points of ID are checked at all times.

Call & Appointment Management

- Answer and screen incoming phone calls, directing them appropriately
- Schedule appointments for medical and allied health professionals
- Confirm appointments for the following day
- Follow up missed appointments and document no-shows
- Reschedule and coordinate appointments for outreach, care plans, and group programs
- Perform Medicare eligibility and HPOS checks at time of booking or arrival
- Escalate Medicare-related appointment or billing queries to the Practice Manager

Medicare Compliance

- Collect and verify Medicare details at point of registration and prior to appointments
- Ensure patients are informed of bulk billing processes and consent requirements
- Prepare and manage Medicare consent forms and bulk billing documentation for clinician use
- Flag missing, expired, or incorrect Medicare information for follow-up
- Accurately record attendance status to support Medicare claiming processes
- Maintain awareness of basic Medicare, CTG, and MyMedicare processes relevant to reception duties
- Monitor and ensure Medicare billing across [Service] is accurate, compliant, and optimised
- Escalate rejected claims, Medicare errors, or complex billing issues to appropriate senior staff
- Conduct regular Medicare billing audits, identifying errors or non-compliance issues
- Review MBS item numbers used by GPs and other billing providers to ensure correct claiming
- Process bulk billing submissions and follow up on rejected or unpaid claims
- Consult with GPs, allied health professionals, and billing providers to resolve billing queries

- Conduct HPOS checks for key item numbers to ensure eligibility and compliance
- Maintain accurate records of Medicare billings and audits, providing reports to PM as required

Practice Incentive Program (PIP) & Workforce Incentive Program (WIP) Management

- Manage all organisational PIP and WIP reporting and compliance activities
- Ensure accurate registration of PIP-eligible providers
- Monitor and maintain MyMedicare registrations for eligible patients
- Liaise with Department of Health representatives as required regarding PIP/WIP payments

(Note: Reception staff do not provide advice on item numbers or billing decisions)

Administrative Duties

- Scan and file documents, including pathology results, specialist reports, and correspondence
- Process incoming and outgoing mail and faxes
- Maintain front desk and waiting room presentation
- Perform daily opening and closing procedures
- Maintain stock of forms, brochures, and administrative supplies
- Ensure Medicare billing forms and patient consent paperwork are available and properly managed

Clinical Support

- Ensure clinicians are informed of patient arrivals and appointment changes
- Liaise with transport and support workers to assist patient attendance
- Manage documentation for referrals and recalls under supervision
- Support recall and reminder systems as directed by clinical or admin teams

Teamwork & Communication

- Work collaboratively with Senior Receptionist and Practice Manager
- Attend and contribute to team meetings
- Communicate clearly with clinical and non-clinical staff to support patient care

MEETINGS

- Reception/Admin team meetings
- All staff meetings
- Cultural safety and reflective practice workshops
- Staff training and development days

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Appointment Management	≥95% of appointments confirmed the day prior
Patient Satisfaction	≥90% of patients report positive first-contact experience
Documentation	100% of incoming faxes, mail, and forms scanned and actioned within 24 hours
Call Management	≥95% of calls answered within 3 rings and correctly directed ≥98% accuracy of Medicare and patient demographic details
Data Accuracy	100% of identified discrepancies are flagged and followed up with the billing provider or Practice Manager for correction or rebilling within 5 business days

PROFESSIONAL DEVELOPMENT

- Participate in cultural safety and patient service training
- Attend workshops in My Health Record, CTG processes, and Medicare systems
- Attend training in Medicare fundamentals, CTG, MyMedicare, and My Health Record processes
- Engage in cross-training across dental and medical reception areas

ESSENTIAL SKILLS AND EXPERIENCE

- Excellent interpersonal and customer service skills
- Ability to manage multiple tasks in a fast-paced environment
- Proficient in electronic medical record systems and office technology
- Understanding of the importance of culturally safe service delivery
- Strong communication and organisation skills

MANDATORY REQUIRMENTS

- Current National Police Check
 - Working with Children Check
 - Current CPR certificate (or willingness to obtain)
 - Compliance with confidentiality, privacy, and health information legislation
 - Adherence to all organisational policies and procedures
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____