

**Job Title:** Medical Receptionist

**Location:** NAA Diagnostic Care Centre - Dummar, Damascus

**Salary:** Competitive

**Job Type:** Permanent

**Job Duration:** 3 months probation and long term contract incase of acceptance.

**Responsible to:** Clinic Manager

### **Job Profile**

To act as the first point of contact for all people either visiting in person or contacting the practice by telephone and assist with the smooth and efficient management of the clinic.

### **Main Duties and Responsibilities**

- ✓ Welcome patients to the clinic and to direct them to appropriate locations and services, satisfying their reasonable requests.
- ✓ Respect and maintain patient privacy, dignity and confidentiality at all times.
- ✓ Responsible for the readiness of the reception area for each working day, open the building at the specified time and have all front desk activities fully operational at the start of clinic hours.
- ✓ Book appointments and register patients according to clinic protocols.
- ✓ Determine the financial status of patients and their eligibility for health services.
- ✓ Explain clinic policy to patients.
- ✓ Assist patients in accurately completing appropriate forms, documents and insurance form with the required information.
- ✓ Receive specimens for laboratory analysis from patients and advise patients of their test results on request.
- ✓ Receive requests for telephone consultations and obtain sufficient information to brief clinical personnel.
- ✓ Ensure doctors are advised of all requests for urgent consultations.
- ✓ Maintain medical records and report statistics as required.
- ✓ Scan patient correspondence and assign documents to electronic patient records.
- ✓ Tidy doctors' rooms and replenish supplies on completion of clinics.
- ✓ Receive and deposit payment from patients.
- ✓ Arrange patient transport as directed.
- ✓ Liaise with patients by telephone as directed by doctors or supervisors.
- ✓ Administer incoming and outgoing courier post.
- ✓ Participate in staff and educational meetings.

## **Personal Specifications**

### **Knowledge and Qualification**

- ✓ Minimum high school Baccalaureate/Diploma.
- ✓ Proven administrative and customer services qualifications.

### **Experience**

- ✓ At least one year experience as a medical receptionist or a customer services representative background is desirable.

### **Skills/Abilities**

- ✓ Should have a warm outgoing personality and be courteous, polite and helpful to the public and patients at all times.
- ✓ Ability to establish a rapport with patients and their families; excellent communication skills;
- ✓ Excellent telephone etiquettes.
- ✓ Excellent command of Arabic and English (written, orally).
- ✓ Ability to work well under pressure.
- ✓ Ability to work accurately and efficiently.
- ✓ Ability to interact effectively and in a supportive manner with persons of all backgrounds;
- ✓ Ability to work in a team.
- ✓ Initiative, patience, sensitivity and tact;
- ✓ Excellent organizational and administrative skills.
- ✓ Proficient in using desktop publishing programs and digital graphics to make spreadsheets, manage data and create documents.
- ✓ Have a genuine concern for the wellbeing and health of patients.