



Position Description

Position Title:	Medical Receptionist
Department:	Patient Services
Location:	Kaweka Hospital, Canning Road
Reporting To:	Patient Services Team Leader

The Kaweka Way – Making It Better

The Kaweka Way encompasses the foundational values that allow us to provide a world class facility and service to our patients, our local community and our teams.

Kounga - Quality

I will confidently ensure that all patients have a quality experience and the best possible health outcome.

Ngākau tapatahi - Integrity

I will create an environment of trust that will set the standard for others to aspire to.

Mahi ngātahi - Teamwork

I will remove barriers to create more efficient systems and processes and ensure that collaboration and inclusiveness are at the heart of everything I do.

Atawhai - Kindness

I will treat all of our patients and colleagues with compassion and genuine care so that they feel reassured and at ease.

Pārekareka - Fun

I will embrace Kaweka Hospital being an irresistible workplace which is happy and fulfilling for our team.

Whakapai ake - Improvement

I will continually improve my knowledge and skills to ensure that Kaweka Hospital is a leading surgical facility innovating healthcare in New Zealand.

Purpose of the Position

Receptionists play a pivotal role in both the patient and whānau experience and have a direct impact on Kaweka Hospital's ability to provide superior surgical services. They are the face of Kaweka Hospital and ensure the patient's onsite journey begins with us positively by being responsible for the smooth running of reception and support the delivery of quality patient care.

What You're Responsible For

- Welcome patients and visitors to the hospital.
- Inform appropriate staff of patient arrivals.
- Maintain and manage patient records, ensuring all patient information is accurate and up to date. This will include contact details, address, email, next of kin and correspondence is linked to each patient and billing information.
- Ensure reception and waiting areas are kept neat and tidy.
- Ensure an efficient and professional standard is maintained at all times.
- Answer incoming calls and respond to all queries and requests for assistance from patients and other visitors.
- Ensure patients settle their account in full/pay for all services at the end of their procedure or stay.

- Quote requests and deposits (including payments) are processed as and when required.
- Daily cash up – reconciling all payments and ensuring all systems balance at COD
- Deal with incoming and outgoing mail.
- Liaise with external providers as required.
- Accurate and complete data is entered into the patient administration system in a timely manner including patient details, insurance membership details etc.
- Notes are entered into the patient system to identify extra patient requirements e.g., clinical interventions that may be required.
- Provide administrative support to the onsite Management Team as required.
- Maintain stock of Kaweka Hospital forms and office supplies.
- Work effectively as part of a multidisciplinary team.
- Adherence to New Zealand Privacy Act 2020 at all times.

Your Commitment to Diversity and Reducing Inequities

- Supports a health workforce that reflects the Hawke's Bay community.
- Demonstrates knowledge and understanding of local tikanga and Māori culture and supports the use of Te Reo Māori.
- Is visible, welcoming and accessible to Māori, Pasifika patients and their whānau, and all other ethnicities without prejudice.
- Is committed to reducing inequities for Māori and Pasifika in accessing services.
- Is able to apply the Tiriti o Waitangi within the delivery of services on behalf of Kaweka Hospital.
- Actively engages in respectful relationships with all patients and their support networks to encourage participation in the delivery of care.
- Demonstrates the ability to engage with all patients and how they identify themselves.
- Provides an accessible service for the disabled community that recognises the individual needs of the patient.
- Promotes awareness of LGBTTQIA+ communities, the challenges they face and being an ally in the workplace.

Your Commitment to Quality, Occupational Health, Safety, & Wellbeing, and Environment

- You will be proactive in the use of appropriate mechanisms to identify all accidents, incidents, near misses, and nonconformances.
- You will participate in multi-disciplinary meetings and systems.
- You will not do anything that puts your own or others occupational health & safety, or wellbeing at risk.
- Follows all quality, occupational health, safety, & wellbeing, and environmental policies, procedures, and instructions.
- Understand your rights and responsibilities as a worker under the Health and Safety at Work Act 2015.

Kaweka Hospital Staff are People Who

- Lead by example and are self-confident but humble.
- Operate with a defined vision and a bias for action.
- Are self-directed, rapid learners.
- Aren't content with the status quo and are able to break down barriers to move the organisation forward.
- Exhibit passion and excitement regarding their work.
- Are tenacious and willing to put in extra effort to achieve their, and Kaweka's goals.
- Are collaborative by choice and don't make decisions in isolation.
- Are passionate about improving the responsiveness and quality of the solutions delivered.
- Have effective written and face-to-face communication skills.
- Are problem solvers by nature.
- Have superior customer service mindsets.

- Are able to influence others, work in a team environment, and also able to work independently.
- Are able to handle multiple, and sometimes conflicting, priorities.

All Hands on Deck Approach

At Kaweka Hospital we know the most successful teams are made up of people who are willing to “jump in and get the job done”, even if it’s a task not specifically stated in your position description. From time-to-time we may ask this of you, however, we will always ensure that your safety, and that of our patients, is paramount so you will never be asked to do anything outside what is reasonable for your role.

Education and Experience

Education

Certificate Level 3 or NCEA Level 3 or equivalent.

Experience

Proficient – this position requires skill and experience in a variety of tasks. You should have proven experience of two or more years.

Knowledge of medical terminology, procedures desirable.

Working knowledge of healthcare insurance preferred.

Expectations

Complexity

Practical – you will need to apply practical skills and your previous learnings to undertake well-defined activities, however you will be able to make decisions relevant to, and in order to fulfill your position.

Scope

Related – while you will not have direct supervision of others, this role will require you to work closely with other members of the team to achieve common objectives.

Problem Solving

Routine – you will have the ability to make some minor decisions in order to interpret rules, instructions and policies.

Freedom to Act

Instructions – you will receive detailed instructions for tasks you undertake but you will have some freedom to determine workload.

Interpersonal Skills

Interact / Serve – this position requires strong customer service skills including courtesy and good listening skills and the ability to interact with a wide range of people in order to understand and be able to explain.

Authorities

No financial authority.

People Management

No people management.

Physical Status

Generally physically fit and able to undertake the role as outlined.

Vaccination Status

Recommend vaccinations and those deemed mandatory and as required by the Ministry of Health. This will be reviewed frequently by the Senior Leadership Team following any amendments to the requirements of the Ministry of Health.

Employment Agreement:	Individual Employment Agreement as agreed with the employee.
Position Description Prepared Date:	December 2022
Employee Name:	

Signed by Employee:	
Date of Signature:	

Small changes to your position may occur however anything of an ongoing nature will be reviewed, agreed and entered in writing as a variation.