



Aesthetix MD and Qualitas Care Clinic

MEDICAL OFFICE RECEPTIONIST DAILY TASK MANUAL

Duties and Responsibilities

1. Acknowledge the patient's arrival at the desk within 2-3 minutes of arriving.
2. Be aware of your surroundings and of patients in the waiting room
3. Deal with all general enquiries, explain procedures and make follow-up appointments.
4. Be aware of which doctors and nurses are currently on duty and whether they have arrived.
5. Receive and make telephone calls as required.
6. Ensure that all patients' information is registered onto the computer system promptly and accurately.
7. Ensure an effective and efficient reception service is provided to patients and any other visitors to the facility
8. Ensure that clients on the Outpatient register are transferred to the Inpatient register before close of business each day.
9. Advise patients on charges for medical services, show directions rooms client would wish to be served.

KINDLY ENSURE ALL DUTIES ARE CARRIED OUT PROMPTLY