



—PACIFIC—
SPECIALIST HEALTHCARE

Unit G3/G4 Foster Court – 107 Walu Bay – Suva – FIJI ISLANDS

Phone: 3310 022 Fax: 3310376 Email: info@psh.com.fj Web: www.psh.com.fj

JOB TITLE: PATIENT SERVICES OFFICER

JOB SUMMARY: The Patient Services Officer will assist and direct patients in accessing the appropriate healthcare professionals or services in a courteous, efficient and effective way. They will also provide general assistance to the Nursing team and project a positive and friendly image to patients and other visitors.

OPERATIONAL RESPONSIBILITIES:

- Meet and greet patients and visitors.
- Respond to or re-direct queries as appropriate.
- Answer all telephone calls efficiently and in the appropriate manner in accordance with company policy and deal with or re-direct queries as appropriate.
- Co-ordinate appointments for patients with Doctors, Nurses and other clinical staff associated with the Practice.
- Carry out monitoring of appointment system and take action to ensure it runs to maximum efficiency.
- Record messages for Doctors, Nurses and Administrative staff.
- Ensure all reception admin tasks are completed within the required timescale.
- Receive and record money for Private fees from patients.
- Process Patient Access requests.
- Process repeat prescription requests within agreed practice timescales.
- Carry out data input as detailed in the reception handbook.
- Ensure appropriate paperwork is available for surgeries as appropriate.
- Ensure that the nominated area of responsibility/speciality is kept current and all relevant information regarding the area is distributed appropriately.
- Carry out administration tasks across the organization as appropriate.
- Have full knowledge of and contribute to the working systems within the practice.
- Liaise with Doctors and other departments within the surgery to ensure processes/procedures are carried out correctly.
- Act as a Chaperone for Doctors when required.
- Effectively manage your nominated areas of responsibility
- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet organizational needs.
- Effectively manage own time, workload and resources.
- Have a working knowledge, and contribute to Company handbooks, internal policies and procedures.
- Leave the workstation area tidy and ready for incoming colleague with information on any unresolved queries.
- Be conversant with and implement the Health and Safety at Work Act, Employment Law, The Data Protection Act and other legislation relative to the role.



—PACIFIC—
SPECIALIST HEALTHCARE

Unit G3/G4 Foster Court – 107 Walu Bay – Suva – FIJI ISLANDS

Phone: 3310 022 **Fax:** 3310376 **Email:** info@psh.com.fj **Web:** www.psh.com.fj

- Undertake any relevant training as required relating to organizational standards and changes to software or systems.
- Develop harmonious and effective relationships across all practice teams and with patients.
- Undertake effective professional development as necessary to keep up to date with current requirements and in line with company policy.
- Apply company policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate and produce reports as required.

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

	Essential	Desirable
Qualifications	Diploma in Office Administration or relevant	Certificate in Office Administration or relevant
Experience	Experience working in a medical reception	Experience working in a customer service environment
Knowledge/Skills	<ul style="list-style-type: none"> • Excellent keyboard and computer skills • Excellent communication (oral and written) and inter personal skills 	Knowledge of Medical Terminology
Qualities/Attributes	<ul style="list-style-type: none"> • An understanding, acceptance and adherence to the need for strict confidentiality • A demonstrable commitment to professional development • Ability to use own judgement, resourcefulness and common sense • Ability to listen and empathise • Good time management • Confident, reliable and self-reliant • Positive attitude to change and a pro-active approach but also pragmatic and realistic • Ability to work as part of an integrated multi-skilled team • Adaptable, innovative, forward looking • Honest, caring and sympathetic • Methodical and organised 	
Salary	Base salary of 16,000 FJD plus 10% superannuation	



—PACIFIC—
SPECIALIST HEALTHCARE

Unit G3/G4 Foster Court – 107 Walu Bay – Suva – FIJI ISLANDS

Phone: 3310 022 Fax: 3310376 Email: info@psh.com.fj Web: www.psh.com.fj

APPLICATION DETAILS

ALL APPLICATIONS ARE TO INCLUDE:

1. A covering letter of application addressing each of the criterion of the person specifications above, evidencing how your qualifications and experience meet the criteria. This covering letter will form the main basis for shortlisting. Failure to provide this covering letter will result in your application not being considered.
2. A detailed CV and certified copies of all academic transcripts, three referees, with full contact details, including telephone numbers and e-mail addresses. Candidate should state their relationship with each referee (e.g., line manager, former postgraduate supervisor etc.)

All applications must be sent via email on hr@psh.com.fj and a mandatory copy (Carbon Copy) on hello@psh.com.fj

Please note that only shortlisted candidates will be contacted. If you have not been contacted by Pacific Specialist Healthcare, then your application has not been successful.