



**JOB TITLE: PATIENT SERVICES OFFICER**

**NUMBER OF POSITIONS AVAILABLE: 4**

**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



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SPECIALIST HEALTHCARE

107 Foster Road, Walubay, Suva, Fiji

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- 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
- 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.**

	<b>Desirable</b>	<b>Essential</b>
<b>Qualifications</b>	Diploma in Office Administration or relevant	Certificate in Office Administration or relevant
<b>Experience</b>	Experience working in a medical reception	Experience working in a customer service environment
<b>Knowledge/Skills</b>	Knowledge of Medical Terminology	<ul style="list-style-type: none"><li>• Excellent keyboard and computer skills</li><li>• Excellent communication (oral and written) and inter personal skills</li></ul>
<b>Qualities/Attributes</b>	<ul style="list-style-type: none"><li>• An understanding, acceptance and adherence to the need for strict confidentiality</li><li>• A demonstrable commitment to professional development</li><li>• Ability to use own judgement, resourcefulness and common sense</li><li>• Ability to listen and empathise</li><li>• Good time management</li><li>• Confident, reliable and self-reliant</li><li>• Positive attitude to change and a pro-active approach but also pragmatic and realistic</li><li>• Ability to work as part of an integrated multi-skilled team</li><li>• Adaptable, innovative, forward looking</li><li>• Honest, caring and sympathetic</li><li>• Methodical and organised</li></ul>	
<b>Salary</b>	An attractive remuneration package will be offered	
<b>Closing Date of Application: 24<sup>th</sup> October, 2021</b>		



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#### 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.
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.)
3. All applications must be sent via email on [hrteampsh@gmail.com](mailto:hrteampsh@gmail.com)

HR Team can also be contacted on (679) 7071-087, (679) 9443-264 for any queries.

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.