

JOB DESCRIPTION

JOB TITLE: Dental Receptionist
DEPARTMENT: Dental_
REPORTS TO: Department Manager
JOB NO: 5180

1. JOB PURPOSE

To ensure the provision of a comprehensive reception and administrative support service for all patients attending the Outpatient Clinics within the Dental Department.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1 Provide a reception service for all patients attending the clinics within the Dental Department. Deal with all enquiries from the public both on a face to face basis and over the telephone maintaining a courteous and efficient manner.
- 2.2 Maintain the Patient Trak Care system. Make new, follow up and emergency appointments for patients, produce letters from Trak Care and prepare these for dispatch to ensure that patients are given sufficient notice of their appointments. Complete the reporting of daily clinical activity by recording the outcomes of consultations or active treatment on the Trak care system.
- 2.3 Arrange the clinic lists in consultation with the Consultant. Create slots for urgent patients, make cancellations and change clinic times as appropriate to assist in the smooth running of the section. Organise and prepare specialist clinics for visiting Consultants from the UK.
- 2.4 Liaise with Radiology, Medical records, other Hospital Departments and external Laboratories to ensure the necessary arrangements involved in patient attendances are effectively co-ordinated.
- 2.5 Ensure that the typing of reports, letters, opinions and other relevant patient data are processed efficiently and accurately to support the Consultant, Dental Officers and Nursing staff in the effective management of patients.
- 2.6 Supervise and deal with Consultants' mail during their absence. Assist in all aspects of study leave i.e. Consultants attending Hospital audit/study days and conferences. Act as Liaison Officer between General Dental Practitioners and the Consultant.
- 2.7 Support patients who may have been distressed or concerned following a consultation and, if necessary, escort them to other departments e.g. X-ray.
- 2.8 Undertake all administration duties such as filing, photocopying etc.

3. **DIMENSIONS**

Financial: None

Staff: None

Relevant Statistics: Average number of patients to the Clinics
Per annum : 22,075

4. **KNOWLEDGE AND EXPERIENCE**

The postholder must have a good standard of education to a minimum of GCSE standard or equivalent and must be able to work, using their own initiative. The ability to work independently and accurately and prioritise own workload is essential. Knowledge and experience in the use of computerised records system is necessary. Excellent communication skills are crucial together with a mature and sympathetic approach in order to deal with patients who can be distressed. Confidentiality and discretion in dealing with patients is essential as well as a sensitive and calm disposition.

5. **JOB CONTEXT**

The Dental Department is made up of three different specialities – Community, Orthodontics and Oral and Maxillofacial. The Dental Department deals with over 21,075 patients per year on an inpatient and outpatient basis. As this position is within a hospital environment, the nature of the work requires not only specialised knowledge, but also sensitivity, compassion and discretion. When dealing with the personal details of the public, it is imperative that a high degree of confidentiality is maintained.