

Government of Tuvalu – Job Description



Position Title:	Outpatient Clinical Receptionist	
Salary Band:	S1-S3	\$10,887 to \$15,447
Ministry and Department:	Ministry of Health	Princess Margret Hospital
Location:	Funafuti	
Reports to:	Health Statistician	

JOB PURPOSE:

To provide a receptionist role that supports and to improve more for the services to our patient visit the hospital.

KEY RESPONSIBILITIES:

1. Provide the receptionist role in support for patients.
2. Managed the clinical management for patients.
3. Provide customer services to the public in a professional manner.
4. Manage data entry effectively and efficiently.
5. Assist in administration services at the medical record unit.

MAIN DUTIES AND OUTCOMES:

- 1.1 All patients, family and visitors are welcomed in a professional and courteous manner.
- 1.2 Enquiries and challenges from patients are managed sympathetically.
- 1.3 An effective and efficient booking system is maintained for booking of specified rooms of doctors.
- 1.4 General maintenance issues are dealt with in a timely manner
- 2.1 Ensure all patients are directed to correct clinic room.
- 2.2 Outcome form or card is presented to reception before they leave.
- 2.3 Book follow-up appointments prior to patient leaving the clinic if is required.
- 2.4 Return clinical records to the Clinical Record.
- 2.5 Department at the end of each clinic.
- 2.6 Refer to and liaise with booking and scheduling.
- 2.7 Maintain clinic room at all time
- 2.8 Ensure clinic rooms are tidy prior to a clinic session
- 3.1 Check & update patient details on arrival and make any amendments in the system.
- 3.2 Process patient's outcome information correctly at the end of each visit.
- 3.3 Staff is aware that their transactions can be audited by the Coding Officer in the system.

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4.1 Assist the coding officer at the Medical Record Room with inpatient report on a daily basis.

4.2 Client files and information are dealt with in accordance with the current system.

5.1 All requested task are performed according to instructions.

MANDATORY REQUIREMENTS:

Have completed Form 7 Science with 2 years of working experience **OR**

Certificate in Secretarial level with 2 years of working experience in a related field.

AND

A well-mannered and physically fit individual.

Ability to perform routine manual work.

Good communication skills in both Tuvaluan and English.

Good interpersonal skills.

High level attention to detail and accuracy.

Good command of the MS Office Suite of Programs.

Sound time management skills

IMPORTANT NOTICE

Applicants through their applications MUST:

- (i) Address all the qualification requirements of the job description.
- (ii) Address each of the responsibilities of the job as listed in the job description indicating how best he/she can carry out those responsibilities satisfactorily and at the same time add value to the job.
- (iii) The response in each case in (i) and (ii) must reflect the information in the CV; and the job application check list.