

Samantha Lewis
Dayjob Ltd
120 Vyse Street
Birmingham B18 6NF
T: 0870 061 0121
M: 0777 000 0000
E: samantha.l@dayjob.com

PERSONAL SUMMARY

A highly resourceful, energetic and competent medical secretary with over three years experience of providing the highest standard of patient-centred administrative support. Possessing a proven ability to deal with all aspects of front office duties and able to handle competing demands professionally and efficiently. Fully up to date with the rules and regulations, including only using patient-identifiable information unless it is absolutely necessary.

Currently looking for a suitable medical receptionist position with a reputable and exciting surgery that acknowledges hard work and ability.

CAREER HISTORY

Doctors Surgery and Medical Centre
MEDICAL RECEPTIONIST - May 2008 - Present

Responsible for maintaining the smooth running and operation of all front desk activities in a busy medical practise. Helping the doctors and medical staff by managing their administrative and secretarial duties.

Duties:

- ⑩ Answering telephone calls and dealing with face to face enquiries.
- ⑩ Politely greeting patients and visitors to the centre.
- ⑩ Explaining the practice procedures to new patients.
- ⑩ Dealing with all requests in an efficient and courteous manner.
- ⑩ Opening post and forwarding it onto the relevant parties.
- ⑩ In charge of the doctors diary.
- ⑩ Writing letters and correspondence on behalf of the surgery and medical staff.
- ⑩ Scheduling appointments for patients.
- ⑩ Updating the surgeries computer system with appointments and personal details.
- ⑩ Maintaining a clean reception area to show a professional image.
- ⑩ Arranging for clinical nurses to check a patients blood pressure, height and weight.
- ⑩ Making sure that the appointments system runs smoothly.
- ⑩ Receiving urine and blood samples and sending them off to hospital laboratories.
- ⑩ Screening enquiries for the doctors and medical staff.
- ⑩ Registering new patients at the surgery.

- ⑩ Checking patients in and out.
- ⑩ Accurately collecting information and personal details about patients.
- ⑩ Arranging any necessary follow up appointments for patients with hospitals or with other healthcare professionals.
- ⑩ Ensuring that all medical samples are correctly labelled.
- ⑩ Filing away the results of tests.
- ⑩ Liaising with couriers and delivery companies.
- ⑩ Arranging prescriptions for patients.
- ⑩ Making sure that the medical consulting rooms and surgery is fully stocked with essential supplies.
- ⑩ Organising meeting between the practise staff and senior managers.

PROFESSIONAL EXPERIENCE

Competencies:

- ⑩ Ability to prioritise and organise a heavy workload.
- ⑩ General knowledge of office procedures and policies.
- ⑩ Extensive knowledge of medical terminology.
- ⑩ Ability to quickly file alphabetically and numerically.
- ⑩ Can use Microsoft Office Outlook, Word and Excel confidently.
- ⑩ Possessing both Fire Safety & First Aid certification.
- ⑩ Fully aware of infection control policies.
- ⑩ Ability to use spreadsheet and email applications.
- ⑩ Aware of the rules and regulations relating to medical documentation.

Personal:

- ⑩ Having a professional appearance and demeanor at all times.
- ⑩ Good team player.
- ⑩ Having a flexible approach to work.
- ⑩ Remaining calm under pressure.
- ⑩ Non judgmental.
- ⑩ Able to remain confidential at all times.
- ⑩ Excellent concentration skills.

KEY COMPETENCIES AND SKILLS

Office administration
 CRB cleared
 Keyboard skills
 Literary skills
 Time management

ACADEMIC QUALIFICATIONS

Evesham North University 2005 - 2008
 BA (Hons) Business Administration

Coventry North College 2003 - 2005
A levels: Maths (C) English (C) Physics (B)

REFERENCES - Available on request.