

**NETCARE**

# Vacancy

Closing date: 08.11.2023

## Role profile

Role title	Receptionist
Division	Netcare Primary Care Division
Location	Medicross Walmer
Reporting structure	Clinic Manager

## Role summary

You will be required to be a brand ambassador by provide the best and safest person centre health and care, quality customer service, whilst living our values of care, truth, participation, compassion and dignity.

The incumbent will be required to provide quality customer service aligned with the overall business strategy and fulfil administrative, switchboard, billing and pay-point functions.

## Key work output and accountabilities

- Ensure accuracy (quality and integrity) of information, whether existing or new, on the patient file and billing system.
- Ensure that the reception area is always neat and tidy.
- Accountable for accurate document completion (admission & discharge).
- Deal with all customer complaints, and if not resolved, escalate to the relevant manager.
- Accountable for all banking/cash up processes as per Standard Operating Procedures.
- Pay point duties as required i.e. receipt of Cash/Credit card/ Debit card and allocation to patient account.
- Deal with telephonic enquiries and queries.
- Accurately record messages in the appropriate message book and ensure that the messages are delivered.
- Ensure accurate bookings are made with patient's preference of practitioner, date and time.
- Manage patient arrivals in a proficient and professional manner.
- Assist patient in completing the appropriate documentation to ensure compliance to admission process as per Standard Operating Procedure.
- Verify and confirm the file for accuracy and completeness and update.
- Print an MCR and ensure the correct practitioner has been selected.
- Inform the patient of any outstanding balances or levies.
- Validate the patient details on the applicable switch application and inform the patient if verification was not successful.
- Direct all patients to the appropriate location, services and professional.
- Monitor patient waiting times and keep patient informed.
- Ensure that the patient is correctly billed after the visit.
- Ensure that accounts are switched for all Medical Aid patients and that all outstanding monies are collected at the time of visit.

- Setting up appointments for patients with specialists as requested by practitioners.
- Manage requests for repeat scripts accurately and timeously.

## Skills profile

### Education

- Grade 12 or equivalent NQF 4 certificate.
- Higher certificate in Business Management or related.

### Work experience

- Previous experience in hospital/clinic environment would be desirable.
- Knowledge of Medical Schemes advantageous.
- Computer literacy.
- SAP experience.
- ME + experience.

### Knowledge

- Thorough knowledge of general / primary care nursing theory and practice.
- Extensive knowledge of modern nursing care principles and practices in the highly specialised field of the intensive care nursing.

### Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers.  *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

### Values and behaviours

Netcare values	At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do.
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	<p>We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> <li>• Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization.</li> <li>• Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential.</li> <li>• Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding.</li> <li>• Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families.</li> <li>• Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.</li> </ul>
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> <li>• I always greet everyone to show my respect.</li> <li>• I always wear my name badge to show my identity.</li> <li>• I am always well-groomed to show my dignity.</li> <li>• I always practise proper hand hygiene to show my care.</li> <li>• I always engage to show my compassion.</li> <li>• I always say thank you to show my appreciation.</li> <li>• I always embrace diversity to show I am not a racist.</li> </ul>

## Application process

### Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to

[pcdrecruitment@netcare.co.za](mailto:pcdrecruitment@netcare.co.za)

### Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division within which you will be employed.

- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

