#### MEDICAL ADMINISTRATOR

**JOB DESCRIPTION**

* Assist patients by making appointments, directing patients to the most appropriate place of care, preparing repeat prescriptions, completing registration processes, and handling any other enquiries between patients, doctors, hospitals, community and practice staff, ensuring accurate communication.
* Ensure accurate data entry to patient’s electronic records.
* Import and extract electronic patient data to and from medical records as instructed.
* Forward electronic mail/results as appropriate, ensuring that actions are completed satisfactorily.
* Ensure that patients are recalled to the surgery for chronic disease management.
* Share responsibility for transfer of new and recalled patient notes to and from Health Board, prepare folders, amalgamate and file patient paper records.
* Receive and record patient contacts via out-of-hours service
* Receive, send and distribute e-mails appropriately.
* Have the ability to prioritise work, taking patient and GP needs into consideration.
* Adapt to, and have the ability to apply new processes as they are introduced to general practice.
* Have a keen awareness of confidentiality with regard to patients, doctors and other staff.
* Have a confident, courteous and friendly approach to patients, visitors etc at all times.
* Be able to work as part of a small team.
* Be able to work under pressure.
* Perform other duties as assigned by the Practice Manager or the GP’s.

It is essential that candidates have excellent IT skills, using Word, Teams, etc, and the ability to communicate well, within a small, busy, but friendly environment. It will be necessary to be able to adapt efficiently and with ease to new practices, IT systems and to changes within general practice in the future.