

A day in the life of a Receptionist

There is not a set structure to the day as we have to react to circumstances as and when they occur, however this gives you a guide on the day to day role of a receptionist.

7.30 – 8.00 am - Start arriving at surgery – commence opening up procedures, load computers, review urgent tasks from the night before.

8:00am – All receptionists are ready at their desks to start receiving telephone calls and deal with patients who walk in

8.30 am – Patients start arriving for appointments. During this time we are: checking patients in; booking appointments; answering the telephone; processing repeat prescriptions; dealing with queries.

10.45 am – Start compiling the home visit prints and paper work ready for the doctors meeting.

11.00 – 2.00pm – During this time we process pathology and radiology results for patients that the doctors have reviewed. This could include sending a letter; telephoning, sending a text message or emailing them.

2.00 – 5.45pm – This is the beginning of afternoon surgery, patients start arriving for appointments. During this time we are: checking patients in; booking appointments; answering the telephone; processing repeat prescriptions; dealing with queries.

5.45 – 6.00pm – Commence locking up procedures.

Additional duties performed throughout the day, any time between 8am and 6pm:

- Urgent queries are received from either patients, consultants or outside agencies that may be complex and cannot wait until surgery has finished.
- Repeat prescriptions are generated; this can run into well over 200 per day.
- Attendance at meetings / training sessions is sometimes mandatory
- Input any relevant information on to patients medical records following recent stays in hospital / outpatients patients/referrals
- Scanning and attaching of all post into patients records
- Retrieve medical records (paper copies) when necessary
- Check registration forms for new patients
- Acute prescriptions / repeat dispensing patients (tray medication)
- Instigate discharge medication for Seaton Hospital
- Logging and organising death certificates
- Carrying out instructions sent from GP's, nurses and outside agencies