APFFELSTAEDT, HOOSAIN & ASSOCIATES
Breast and Thyroid Health

Breast Health Thyroid Health

JOB DESCRIPTION: MEDICAL RECEPTIONIST

Practice: Apffelstaedt, Hoosain & Associates – Breast, Endocrine and Bone Health Centre
Location: Panorama, Cape Town
Reports to: Practice Manager
Collaborates with: Fellow receptionist, medical personal assistants, physicians, specialists and mammography team
Starting remuneration: Market related
Starting date: 1 February 2027.

PURPOSE OF THE ROLE
To provide a welcoming, professional and efficient reception service within a busy multidisciplinary practice, supporting patient appointments, accurate registration, billing, payments and daily administration.

This is not a senior position. Previous medical reception experience will be beneficial. Experience using **Elixir Live and VeriClaim** is sought, and **radiology and clinical billing experience is preferred**.

PRACTICE ENVIRONMENT
Our practice provides clinical consultations, screening, ultrasound, diagnostic procedures and breast, endocrine and bone health services. Patients may attend for routine screening, investigations, treatment planning or follow-up care.

The receptionist forms part of a administrative team consisting of receptionists and medical personal assistants. The role requires close collaboration to keep patient information, appointments, accounts and communication accurate and up to date.

KEY RESPONSIBILITIES

1. Patient reception and service
- Welcome patients and visitors warmly and professionally.
- Confirm patient identity and appointment details on arrival.
- Register new patients and update existing patient information.
- Check demographic details, contact information, medical aid membership and referring practitioner details.
- Assist patients with registration forms and required administrative documentation.
- Explain the appointment process and direct patients to the appropriate team member.
- Keep patients informed of delays and communicate courteously throughout their visit.
- Maintain a tidy, organised and discreet reception area.

2. Telephone, email and patient enquiries
- Answer calls promptly and professionally.
- Respond to routine administrative enquiries by telephone, email and approved messaging channels.
- Record clear messages, including patient details, the reason for the enquiry and the action required.
- Direct messages to the appropriate doctor, PA, mammographer or Practice Manager.
- Track messages requiring follow-up and confirm that they have been handed over appropriately.
- Escalate complaints and urgent concerns promptly.
- Refer clinical questions and requests for results to the appropriate healthcare professional.

3. Appointment and patient flow coordination

- Book, confirm, reschedule and cancel appointments according to practice procedures.
- Select the correct practitioner, service, appointment type and duration.
- Coordinate consultation and imaging appointments where required.
- Follow approved instructions for preparation requirements.
- Monitor arrivals and communicate with the clinical and radiology teams regarding patient readiness or delays.
- Maintain cancellation lists and assist with filling available appointments.
- Refer complex booking requests and diary conflicts to the relevant PA or Practice Manager.

4. Elixir Live and VeriClaim administration

- Use Elixir Live and VeriClaim for the relevant appointment, patient record, billing and account functions allocated to the role.
- Capture and update information accurately.
- Check for existing records before creating new patient profiles.
- Select the correct practice, practitioner and service details.
- Upload or file supporting documentation in the appropriate record.
- Record administrative actions and account notes clearly.
- Report system errors and unresolved queries to the designated person.

5. Billing and administration

- Capture consultation, imaging and procedure charges using approved codes, tariffs and practice instructions.
- Check that services entered correspond with the documentation supplied by the clinical or mammography team.
- Assist with billing services offered by the practice.
- Verify medical aid and authorisation details where required.
- Submit claims and assist with following up rejected or unpaid claims within the allocated scope.
- Refer uncertain coding, tariff or claim issues to the appropriate colleague.
- Explain practice billing policies and patient payment responsibilities clearly and sensitively.
- Assist with quotations and account enquiries using approved information.
- Escalate billing disputes and requests for fee adjustments or exceptions.

6. Payments and account administration

- Receive payments through approved payment methods.
- Issue accurate receipts and allocate payments to the correct patient account.
- Check outstanding balances and communicate amounts due professionally.
- Assist with routine account follow-up as allocated.
- Reconcile receipts and payment records according to daily procedures.
- Report discrepancies promptly.
- Obtain the required approval before processing refunds, reversals or account adjustments.

7. Records and confidentiality

- Prepare, scan, upload and file administrative documents accurately.
- Check that required forms and supporting information are complete.
- Handle patient, medical and financial information discreetly.
- Verify identity, authority and recipient details before releasing information.
- Follow POPIA requirements and the practice's confidentiality procedures.
- Use approved systems and communication channels.
- Keep records secure and avoid discussing confidential information within hearing of other patients.

8. Teamwork and general administration

- Work collaboratively with the other receptionist, PAs, the clinical and mammography teams.
- Accept direction from the Practice Manager and designated colleagues.

- Provide reception cover and assist with reasonable administrative duties.
- Communicate outstanding tasks, unresolved queries and patient concerns during handovers.
- Monitor reception stationery and forms, reporting replenishment needs.
- Follow opening, closing and security procedures relevant to the role.
- Report errors promptly and assist with correcting them.
- Participate in training, meetings and improvements to reception processes.

EXPERIENCE AND SKILLS

- Experience using **Elixir Live and VeriClaim**.
- Previous experience in medical reception or a similar patient-facing administrative role will be beneficial.
- **previous billing and coding experience is preferred.**
- Familiarity with medical aid claims, billing and payment processes will be advantageous.
- Good computer literacy, including email, electronic records and basic document preparation.
- Accurate data capture and attention to detail.
- Clear verbal and written communication.
- Ability to manage telephone calls, arriving patients and administrative tasks while maintaining accuracy.
- Willingness to learn practice procedures and ask for guidance when needed.

PERSONAL ATTRIBUTES

- **Welcoming and compassionate:** Treats patients with kindness, patience and respect.
- **Organised:** Keeps appointments, messages and tasks in order.
- **Accurate:** Checks patient details, billing entries and payment allocations carefully.
- **Calm and adaptable:** Responds professionally to interruptions and changes.
- **Dependable:** Is punctual, reliable and consistent.
- **Accountable:** Takes responsibility for assigned work and reports mistakes.
- **Collaborative:** Shares information and supports colleagues.
- **Discreet:** Protects patient and practice confidentiality.
- **Proactive:** Notices outstanding work and follows up appropriately.
- **Receptive to feedback:** Accepts direction and learns from training.

ROLE BOUNDARIES

The receptionist provides administrative support and refers clinical questions, symptom concerns and requests to interpret results to the relevant clinician. Complex diary decisions, financial exceptions and unresolved complaints must be escalated to the appropriate PA or Practice Manager.

EXPECTED PERFORMANCE

- Patients receive a courteous, professional reception service.
- Patient records and appointments are captured accurately.
- Messages are documented and handed over promptly.
- Billing and payment allocations are correct and discrepancies are reported.
- Outstanding work is followed up and clearly handed over.
- Confidentiality and practice procedures are consistently maintained.
- Colleagues receive reliable support during busy periods and absences.