



MEDICAL ADMIN

HR & GA Dept

JOB CODE	
JOB TITLE	MEDICAL ADMIN
HIERARCHICAL LEVEL	
DEPARTMENT/SERVICE	HR & GA DEPT
Under Management of	GA MANAGER

Please e-mail your application to: rohayati@fullertonhealth.com

Purpose

This document describes the role and responsibilities for Medical Admin. This position the primary objective of the for Medical Admin is to answer a multi-line switchboard quickly (ideally within 3 ring cycles). Greeting patients or guest, answering questions, announcing calls or providing directions are secondary objectives. The key to the role is in always providing the primary objective whilst delivering the secondary objectives wherever possible but always in such a way that positively affects the guest's perception or visit experience. Front Admin Clinic also provide support document as required by the clinic.

Scope

This standard applies to all Indonesian Medical Admin employed on FHI.

Roles and Responsibilities

1. The Roles and Responsibilities identified below is for Medical Admin deployed in Indonesia.
2. Specific roles and responsibilities may apply to particular appointments
3. Other roles and responsibilities may be specific in the contract.

Role	Responsibility
Administration	<ul style="list-style-type: none">• Responsible to do administration and secretarial job,• Schedule patient or guest appointments with the doctor appropriately• Greet and welcome patients or guest as they come to the clinic and assist them professionally to their needs and satisfaction• Politely present the patient data form for the patient to fill• Enter complete records of patient data appropriately in the computer.• Record neatly and appropriately all incoming and outgoing documents.• Manage incoming and outgoing telephone calls and note down appropriately messages left and remember to inform it to the appropriate person.• Appropriate filing of patient record, insurance forms and other documents easy to retrieve when needed.• Billing of patient appropriately before patient leaves the clinic and

	<p>reporting it to the clinic accountant.</p> <ul style="list-style-type: none"> • Assist the accountant in contacting patients for outstanding billings. • Responsible to the Accountant in regards to the money matters. • Working together with the All staff in the clinic for all required works. • Operate a variety of standard office machines, including a personal computer and a variety of computer software, phone, fax, calculator, shredding machine and photocopy machine. • Communicate and liaise verbally and in writing between customers/suppliers/visitors/enquirers and relevant staff, and interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions. • Answer a high volume of calls and maintain a rapid response rate according to agreed standards. • Log information on calls received, where required and maintain detailed and accurate records • Pursue personal development of skills and knowledge necessary for the effective performance of the role. • Other duties assigned by the GA Manager or Clinic Manager.
Reporting	<ul style="list-style-type: none"> • Follow overall work plans instructed by the GA Manager • Report problems and difficulties GA Manager in a timely fashion.
Leadership, professionalism & Teamwork	<ul style="list-style-type: none"> • Perform reception duties in an efficient, professional and courteous manner • Teamwork with all the assisting departments to assist the patient needs • Perform administrative duties. • To proactively manage and maintain good relationship with all patients, particularly the client, by advising and facilitating activities which contribute to the overall health. • Will be relied upon to plan work and to persevere with assigned tasks through to completion. • Required to show initiative and take proactive action to influence events in a positive manner. • Willing to work harmoniously with others and to show a high sense of responsibility as an individual and a team member.
General Obligations of Staff	<ul style="list-style-type: none"> • Support and contribute to the achievement of continuous quality

	<p>improvement in the delivery of services to patients and clients.</p> <ul style="list-style-type: none"> • Exercise courtesy, consideration and sensitivity in dealings with patients, members of the public and other employees. • Will be required to learn new tasks and adapt to change in the work environment • Act with integrity in the performance of your official duties and in the use of official equipment and facilities. • Maintain the strict confidentiality of patient, employee and other official information. • Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures. • Establish and maintain effective working relationships with co-workers, supervisors and the general public • Maintaining high levels of cleanliness and tidiness within the department • Answer a high volume of calls and maintain a rapid response rate according to agreed standards. • Log information on calls received, where required and maintain detailed and accurate records
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Specific obligations

may be assigned by GA Manager to any events so long as meet the requirements of the job description.

Qualifications and Experience

The Qualifications and Experience required for this position are generic to Medical Admin deployed in Indonesia..

Mandatory

- **Intermediate level of English language capability in both verbal and written communication.**
- Fresh Graduate / experienced 1-2 years; ***from Medical Secretary, Vocational Programme.***
- Computer

Preferred

- Female
- Friendly, service oriented

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