

Job Title: Receptionist

Job Summary:

The Receptionist at our homeopathy clinic serves as the first point of contact for patients and visitors, ensuring a welcoming and efficient experience. This role involves managing front desk operations, scheduling appointments, handling inquiries, and maintaining accurate records to support the clinic's daily functions.

Key Responsibilities:

1) Patient Reception:

- Greet and welcome patients and visitors warmly upon arrival, ensuring a positive first impression.
- Direct visitors to the appropriate person or department as needed.

2) Appointment Management:

- **Schedule, reschedule, and cancel patient appointments, ensuring accuracy and optimal use of clinic resources.**
- **Coordinate with medical staff to confirm availability and manage any scheduling conflicts.**

3) Communication Handling:

- Answer and direct phone calls to the appropriate departments or individuals.
- Respond to patient inquiries about treatments, services, and clinic policies courteously and professionally.

4) Record Maintenance:

- Maintain patient records and ensure all information is accurate and up to date.

- Ensure confidentiality and compliance with data protection regulations.

5) Administrative Support:

- Assist with administrative tasks such as data entry, filing, and inventory management of office supplies.
- Manage billing and payment processing as required.

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6) Patient Support:

- Provide patients with information about the clinic's services, treatment options, and general homeopathy practices.
- Address patient complaints or concerns promptly, escalating issues to the appropriate department when necessary.

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7) Collaboration:

- Work closely with medical staff to ensure seamless patient experiences.
- Participate in team meetings to discuss improvements in front desk operations and patient care strategies.