

## 1. General Information

|  |   |
|--|---|
| <b>Position Title:</b>                           | Patient Revenue Officer – Credit  |
| <b>Position Reports to:</b>                      | Patient Revenue Team Leader Group Manager, HIS & Patient Revenue        |
| <b>Enterprise/Individual Agreement:</b>          | Health & Allied Services Enterprise Agreement                           |
| <b>Classification/Grade:</b>                     | Patient Revenue Officer (PROA1)   |
| <b>Key Relationships - internal and external</b> | Internal stakeholders<br>Third Party Providers<br>External stakeholders |

## 2. Overview of Epworth HealthCare

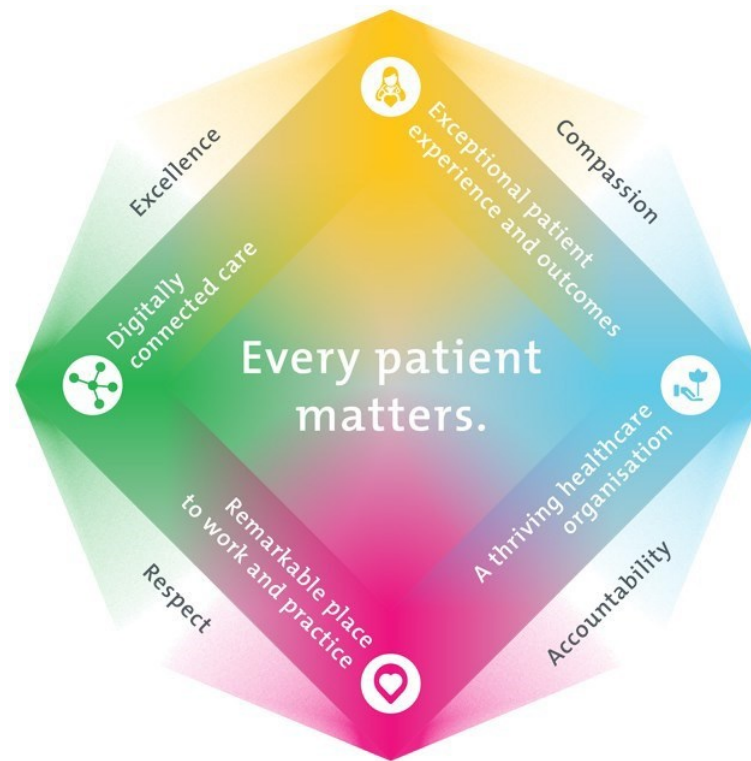
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



|   |
|---|
| All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.   |
| <b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.                                    |
| <b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation. |
| <b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.   |
| <b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.                        |

## 4. Purpose of the Position

The primary function of the Patient Revenue Officer (Credit) is to ensure the billing of inpatient, outpatient and medical services is accurate, to enable the collection of revenue in a timely manner. The Patient Revenue Officer (Credit), under the direction and supervision of the Patient Revenue Team Leader & Group Manager HIS & Patient Revenue, will ensure they have all documentation required in order to collect the correct payment from the insurer or 3<sup>rd</sup> party providers. Working within a team-based framework, the Patient Revenue Officer (Credit) will contribute to the overall performance of the department / team and display Epworth's Values & Behaviours on a daily basis.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

| Clinical Governance Domain                      | Role   |
|---|--|
| <b><i>Leadership and culture</i></b>            | Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation. |
| <b><i>Consumer Partnerships</i></b>             | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.  |
| <b><i>Effective Workforce</i></b>               | Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.   |
| <b><i>Clinical Safety and Effectiveness</i></b> | Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.                      |
| <b><i>Risk Management</i></b>                   | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.  |

## 6. Key Accountabilities

| KEY RESPONSIBILITIES  | MEASURES/KPIs TO BE ACHIEVED   |
|---|--|
| <ul style="list-style-type: none"> <li>• Daily monitoring and actioning of the ATB reports, both from iPM and Epworth Dashboard.</li> <li>• Knowledge of the relevant insurer contract with regards to the business rules and payment terms.</li> <li>• Regular communication with insurers on outstanding/part settled invoices.</li> <li>• Follow up/health fund validation notes are entered into iPM upon each account update.</li> <li>• Ensure health insurer and patient account enquiries are responded accordingly in a timely manner.</li> <li>• Credits to be reviewed against contract and either cancelled and re-billed if incorrect, or refund provided to insurer/patient within a timely manner.</li> <li>• Run unallocated report for insurers, at a minimum weekly basis and ensure notes are entered when actioned.</li> <li>• Answer all calls to the Patient Revenue department in a prompt and courteous manner.</li> <li>• Liaise with Patient Revenue Team Leader &amp; Group Manager HIS &amp; Patient Revenue in relation to advice on disputed claims.</li> </ul> | <ul style="list-style-type: none"> <li>• Maintain 60+ day debt to below the agreed KPI for all day case, inpatient, ED, outpatient and medical services accounts.</li> <li>• Ensure each outstanding account at 60+ days has been followed up every 14 days with notes entered into iPM.</li> <li>• Maintain accounts in credit to below the agreed KPI.</li> <li>• All refunds are actioned within agreed KPI.</li> <li>• Maintain unallocated monies for insurers within the agreed KPI.</li> <li>• Reconcile all part paid health fund accounts on receipt of health fund payment, in accordance with the relevant contract.</li> </ul> |
| <p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p>   | <ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>   |

|  |  |
|--|--|
| <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul> |  |
| <p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>  | <ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Mandatory training completed at agreed frequency</li> </ul> |

## 7. Position Requirements/Key Selection Criteria

| COMPONENT           |   |
|---------------------|---|
| Qualifications      | <ul style="list-style-type: none"> <li>• No formal qualification required</li> </ul>  |
| Previous Experience | <p><b>Essential</b></p> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Previous experience in the HealthCare Sector</li> <li>• Previous experience in Credit/Collections</li> </ul> |

# Position Description



|   |  |
|---|--|
| Required Knowledge & Skills   | <b>Essential</b> <ul style="list-style-type: none"><li>• Strong Computer skills</li><li>• Excellent communication skills, both written and verbal.</li><li>• Good Phone manner</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Knowledge of iPM</li></ul>   |
| Personal Attributes & Values<br><br>All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none"><li>• Compassion</li><li>• Accountability</li><li>• Respect</li><li>• Excellence</li></ul> | <b>Essential</b> <ul style="list-style-type: none"><li>• Belief in patient centred care</li><li>• Committed to providing a safe environment for patients &amp; colleagues</li><li>• Professional work ethic</li><li>• Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li></ul> <b>Desirable</b> <ul style="list-style-type: none"><li>• Self-motivated and self-directed</li></ul> |

## Document Control

|                 |                     |   |
|-----------------|---------------------|---|
| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
| February 2024   | February 2024       |   |

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Position Description

