

1. General Information

Position Title:	Outpatient Coordinator
Division/Department:	Epworth Rehabilitation - Patient Administration
Position Reports to:	Administration Team Leader
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	COF01 - COF02
Location:	Camberwell
Employment Status:	Permanent, Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Patients, AH therapists, Doctors, Medical receptionists, and Administration team

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. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy**, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The primary function of the Outpatient Coordinator is to provide customer service and administrative support to Epworth staff, patients, visitors, relatives, and medical staff. This role is multi-disciplined across outpatient administration department. This role is non-clinical and will incorporate effectively:

- Providing a comprehensive reception service directing patients, visitors and staff to appropriate services
- Management of the administrative processing of patients across all aspects of outpatient pre-admission, admission, service delivery and discharge phases.

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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
Reception • Answer patient, visitors & staff enquiries. • Maintain a neat and professional reception area at all times.	• Consistently facilitates the delivery of quality care and service. • Development of working relationships with other hospital departments • All correspondence is managed with the highest degree of confidentiality, efficiently and effectively
Administration • Management of all outpatient therapy department referrals	• Efficient admission to outpatient programs with no delays or adverse impact to patient continuum of care

• Confirm Health fund eligibility and/or funding arrangements have been conducted prior to each patient's outpatient admission • Ensure patient's outpatient admission and discharge processes are managed with a high degree of accuracy and efficiency • Provision of daily diary schedules for all treating therapists • Daily preparation of billing documents for provision to central Billing Department • Maintain accurate patient records • Taxi bookings for patient transfers	• Provision of accurate information to patient and family members in relation to hospital charges and general information within the framework of privacy legislation requirements • Evident focus on high level customer service and patient satisfaction • Scheduling of all therapy programs for patients that result in publication to AH Staff Diaries • Scheduling of outpatient programs within funding criteria for all private and compensable insured patients • Accurate revenue cycle • Accurate system data integrity that reflects the patient attendances
Administration Support • Assist the Team Leader to establish and maintain a departmental procedure manual • Attend meetings on behalf of the department as required • Produce computer reports as required • Undertake any general administrative tasks as directed by the Team Leader	• Well trained and fully competent team with full access to comprehensive reference tools to support their roles
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions

Position Description

• Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues	• Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable • Training in Customer Service principles for a service-oriented environment • Business Administration Certificate III
Previous Experience	Essential • Working knowledge in a service-oriented environment Desirable • Working knowledge in a Hospital Administration/Patient Services role

Position Description



Required Knowledge & Skills	Essential • Strong customer service orientation, focussed on achieving results • Excellent computer skills • An aptitude for multi-tasking, prioritise and manage multiple tasks of moderate to high complexity to meet deadlines • Excellent organisational skills Desirable • Previous working knowledge of hospital Patient Management systems i.e. iPM/BOSSNet
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <i>Compassion</i> <i>Accountability</i> <i>Respect</i> <i>Excellence</i>	Essential • Proactive and hard-working • Flexible, adaptable and able to multi-task • Ability to work autonomously as required but to also work collaboratively and effectively within a team environment • Committed to delivery of Excellence in Customer Service • Committed to and role model the organisational Values and Behaviours

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
4/1/2019	2/6/26	Divisional Administration Manager

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:
