

Position Description



Epworth

1. General Information

Position Title:	Business Officer
Division/Department:	Patient Services Centre
Position Reports to:	Patient Services Manager
Enterprise/Individual Agreement:	Epworth Healthcare Health and Allied Services Enterprise Agreement 2018
Classification/Grade:	N/A
Location:	Epworth Eastern
Employment Status:	Full-time, Part-time, Casual
Resource Management (For Management positions only) Number of Direct Reports: Budget under management:	NA
Key Relationships - internal and external	<ul style="list-style-type: none">• Patients, inclusive of family member(s) & visitors• Practice Managers & VMO rooms• Health funds and Medicare• Epworth HealthCare staff and members of the public

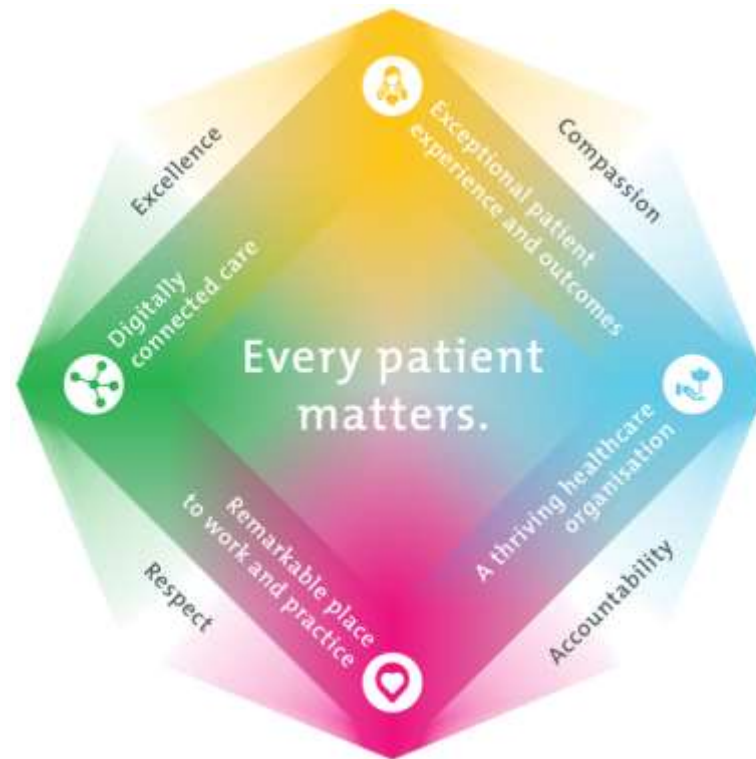
2. Overview of Epworth HealthCare

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 to improve the health, wellbeing, and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

3. Epworth HealthCare Strategy



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

4. Purpose of the Position

Reporting into the Patient Services Team Leader, this role will be responsible for both the front and back of office admission process to the hospital. This role will be responsible for assisting patients, visitors and medical specialists with admission and discharge related enquiries. This role incorporates the administrative processing of patients prior to admission to hospital including registering patients on the hospital's patient management system, scheduling of patient attendance, ensuring all parties are informed of their financial requirements when being admitted to a Private Hospital.

Working in the Main or Ward reception area may include the switchboard. This position will provide excellent customer service both via telephone and in person and will play an active role in ensuring enquiries are answered and resolved in a professional and customer-centred manner. This role will also be responsible for completing ad hoc bookings for unplanned/afterhours admissions, health fund validations, estimates, performing Informed Financial consent for all types of admissions.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Pre-Admission & Admission</p> <ul style="list-style-type: none"> • Complete pre-admissions process and input all data related to upcoming admissions in patient management systems. • Interpret and explain cost estimates to patients. • Review health fund eligibility and/or patient funding prior to admission and ensure compliance to the Informed Financial Consent process. • Identify and escalate any ex-gratia applications (e.g., high-cost drugs, consumables, etc) • Accurately process admission for patients and ensure all documentation is signed. • Receive and receipt patient payment and liaise with Corporate Patient Revenue with regard to bank transfers and upfront payments • Patient admission and transfers are processed in an appropriate and timely manner to deliver best practice in resource utilisation and patient flow. • Provide accurate information to patients, practice managers and medical specialists in relation to general information within the framework of privacy legislation requirements. • Patient admissions and discharge processes are managed within a high degree of accuracy and efficiency and all out of pocket charges collected. 	<ul style="list-style-type: none"> • Informed Financial Consent process to be achieved for every patient, prior to admission where possible. • Patient payments collected & accurately receipted. • Patient flow and journey has minimal disruption. • Health Fund Checks to be completed within organisational KPIs. • Documentation is accurate and timely within organisational KPIs. • Accurate data entry and timely admissions and discharge information Accurate cost estimates are provided and ensure patients understand the information and content provided. • Meet or exceed agreed KPI targets and measures through regular audits and assessments

<p>Patient Services Administration</p> <ul style="list-style-type: none"> • Preparation of patient histories and patient admission packs for upcoming admissions • Actively participate as a member of the department, which will include supporting planned and unplanned leave within your area of expertise. • Provide administrative support for clinical areas, as required, including but not limited to printing theatre lists, entering patient discharges and transfers into iPM and CARPS, updating diet & meal codes and organising of admissions area for the following day. • Provide daily operational reports and annual audits as directed by the Team Leader • Answer patient, visitors & staff enquiries, face to face and over the phone • Provide customer service via front of the house reception and switchboard. • Participate in providing Ward Clerk leave coverage as required. • Organising of the admissions area for the following day • Maintain neat and professional Patient Services areas at all times. • Mentor and support junior and new team members 	<ul style="list-style-type: none"> • Answer external & internal telephone calls effectively within 3 rings. • Ensures use of Epworth HealthCare Standard Greeting when answering all external calls • Meet or exceed agreed KPI targets and measures through regular audits and assessments
<p>Quality Service Delivery</p> <ul style="list-style-type: none"> • Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols. • Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues, and members of the community. • Consistently facilitates the delivery of quality care and service. • Development of working relationships with other hospital departments • Actively participate as a member of the department and work flexibly across all areas of the Business Officer role • Provides suggestions, and feedback on quality activities. • Actively participates in quality improvement activities within the department. • Participates in prescribed performance development system annually. • Evaluates personal performance and plans self-development. 	<ul style="list-style-type: none"> • Compliance with Information Privacy Act (2000) and the Health Records Act (2000) • Compliance with mandatory and department specific competencies every 12 months or as prescribed • Compliance with legislative and common law requirements, Epworth policies and procedures • Sound relationships developed and maintained with customers. • Demonstrate flexibility in relation to changing priorities and circumstances. • Attends and actively participates in department and team meetings. • Evidence of participation in quality activities • Completion of objectives outlined in self-development plan (provide evidence of)

Customer Service

Epworth is committed to the provision of excellent customer service to all 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.

- 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.

- Patient and customer service satisfaction surveys within agreed targets
- Use AIDET principles in all interactions.
- Issues are escalated to the manager and resolved in a timely manner

Safety and Wellbeing

Participate actively and positively in 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.

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Completion of Victorian Certificate of Education or equivalent <p>Desirable</p> <ul style="list-style-type: none"> • Medical Terminology qualification
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Previous customer service experience • Clerical / administration experience in a service-oriented environment <p>Desirable</p> <ul style="list-style-type: none"> • Relatable experience in private healthcare
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Excellent computer skills including all MS Office products. • Relationship and people management skills • Highly developed written and verbal communication skills • Excellent time management, interpersonal and organisational skills • Lateral thinking, problem solving & decision-making skills Desirable. • Sound understanding of patient management systems. • Knowledge of private health insurance
<p>Personal Attributes & Behaviours</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours.</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrates responsibility for own professional development. • Ability to participate in a 7 day/week rotating roster. • Committed to providing a safe environment for patients & staff. • Professional work ethic and presentation • Practices within the ethos of the Epworth HealthCare Values & Behaviours • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
August 2018	August 2023	People & Culture Manager and Patient Service Centre & Health Fund Manager

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:
