

## 1. General Information

<b>Position Title:</b>	Patient Services Officer (PSO)
<b>Division/Department:</b>	Patient Services Centre Richmond
<b>Position Reports to:</b>	Patient Services Centre Nurse Unit Manager
<b>Enterprise/Individual Agreement:</b>	HSUA (No 1 Branch) EBA
<b>Classification/Grade:</b>	BOF 01-05
<b>Location:</b>	Richmond
<b>Employment Status:</b>	Full time/part time/casual
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	Nil
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• Internal stakeholders</li><li>• VMO's</li><li>• Practice Managers</li><li>• Third Party Providers</li><li>• Health Fund Insurers including TAC and VWA</li><li>• External stakeholders</li></ul>

## 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.

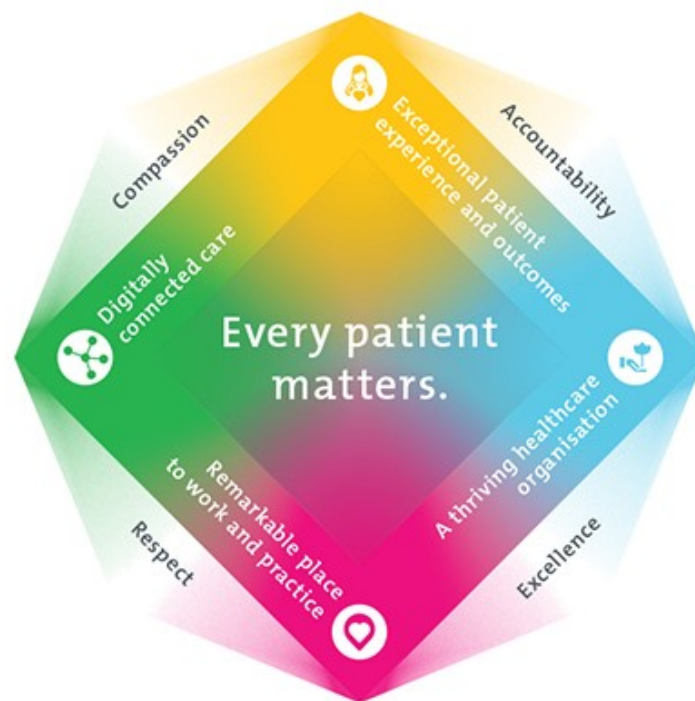
Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

### 3. Epworth HealthCare Strategy

#### Our strategic vision

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



#### 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

The primary function of the Patient Services Officer is to provide customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff.

This role will incorporate effectively attending to the administrative and financial processing of patients prior to and on admission to hospital including elective and emergency admissions. This involves; registering patients on the hospital's management system (iPM), scheduling bookings for theatre, health funds eligibility checks, attending to telephone calls, directing patients, visitors and staff to appropriate services.

In addition, the role supports the Hospital Coordinator, liaises with surgeons' rooms, theatre staff and other stakeholders to ensure efficient and effective admission process and use of hospital resources, to enhance the patient journey.

Patient Services Centre staff work across the following areas: admissions, bookings, bed allocator, clerical pre-admissions, and the emergency department.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Customer Service</b> <ul style="list-style-type: none"><li>• Provision of high-level customer service to staff, medical staff, patients and visitors.</li><li>• Efficient processing of all telephone calls with a clear focus on customer service delivery.</li><li>• Ensure patient's admission and discharge processes are managed with a high degree of accuracy and efficiency whilst maintaining a focus on high level customer service and satisfaction.</li><li>• Provision of accurate information to patient and family members in relation to hospital charges and general information within the framework of privacy legislation requirements.</li><li>• Demonstrate empathy and compassion in interactions with patients and their carers</li></ul>	<ul style="list-style-type: none"><li>• Customer Service Satisfaction Survey within agreed targets.</li><li>• Identifies and attends to customer needs and expectations as appropriate.</li><li>• Participation in education &amp; training.</li><li>• Acts as a role model in the provision of customer service.</li><li>• Use AIDET principles in all interactions</li></ul>

<p><b>Administrative support</b></p> <ul style="list-style-type: none"> <li>• Input all data related to upcoming theatre bookings and admissions on iPM</li> <li>• Demonstration of high-level communication skills with all members of the health care team.</li> <li>• Confirm health fund eligibility and/or funding arrangements have been attended prior to each patient's admission.</li> <li>• Receive &amp; receipt patient payments.</li> <li>• Prepare accurate patient histories.</li> <li>• Print and attend to daily reports as required.</li> <li>• Liaise closely with surgeons and practice managers, and Hospital Co-ordinator as required.</li> <li>• Undertake duties in central or satellite Patient Services Offices in accordance with current staff roster.</li> <li>• Monitor compliance with KPI's via regular audits conducted by Manager.</li> <li>• Participation in quality improvement processes.</li> <li>• Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change.</li> <li>• Timely and professional escalation of problematic situations pertaining to bookings, admissions and clerical tasks as they arise to the relevant departmental supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately process bookings and admissions for all patients and enter details on iPM equal to or above minimum team KPI as agreed with manager.</li> <li>• Accurately complete informed financial consent (IFC) forms for all patients equal to or above minimum KPI as agreed with manager</li> <li>• Collect and accurately receipt payments from patients equal to or above minimum team KPI as agreed with manager.</li> <li>• Accurately complete Health Fund Checks and enter details on iPM equal to or above minimum team KPI as agreed with manager.</li> <li>• Ensures accurate cost estimates are provided to patients.</li> <li>• Participation in team delivery of customer service. Team effectiveness.</li> <li>• Ability to perform tasks in a timely and accurate manner according to departmental priorities.</li> <li>• Ensures accurate patient details are maintained at all times and that minimum data requirements are obtained.</li> </ul>
<p><b>Team effectiveness</b></p> <ul style="list-style-type: none"> <li>• Establish positive relationship with colleagues.</li> <li>• Meet set KPI's as outlined by the Patient Service Centre Nurse Unit Manager to contribute to the efficiency of the department</li> <li>• Prioritise daily tasks within the role to ensure the effectiveness of the position.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively contributes and supports team members.</li> <li>• Other KPIs will be developed and agreed in conjunction with the Patient Services Centre Nurse Unit Manager.</li> </ul>

<ul style="list-style-type: none"> <li>• Contribution to department efficiency by effective utilisation of time and resources.</li> <li>• Training of new staff within the department.</li> </ul>	
<b>Flexibility</b> <ul style="list-style-type: none"> <li>• Demonstrates flexibility in the face of changing priorities and situations within Patient Service Centre.</li> <li>• Adapts to work in Patient Services Centre roles within all areas as required</li> </ul>	<ul style="list-style-type: none"> <li>• Responds and actively contributes to the needs of Patient Services consistent with skills and training.</li> <li>• Training of staff to work across all areas of Patient Services.</li> </ul>
<b>Personal and Professional Development</b> <ul style="list-style-type: none"> <li>• Self-monitoring and completion of all training annually, including performance development plan (PDP)</li> <li>• Participate and contribute to operational and strategic decision making.</li> <li>• Completion of new training and e-learning modules as required.</li> <li>• Participation in upskilling in all roles within Patient Services.</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of all mandatory training competencies and learning.</li> <li>• Completion of objectives outlined in PDP (provide evidence of).</li> <li>• Development of skills to be flexible in roles across Patient Services.</li> </ul>
<b>Safety and Wellbeing</b> <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>

## 6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Working with Children</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Medical terminology course</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Administration experience.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Administration experience in a health care setting</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Competent with computers.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Previous experience with iPM</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>Compassion</li> <li>Accountability</li> <li>Respect</li> <li>Excellence</li> </ul>	<p><b>Essential</b></p> <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> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Self-motivated and self-directed.</li> </ul>

# Position Description



## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
June 2020	April 2022	Patient Service Centre Nurse Unit Manager Operations Manager – Patient and Administration Services

## 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: \_\_\_\_\_