Position Description

1. General Information

Position Title:	Patient Services Officer
Division/Department:	Epworth Freemasons / Patient Services Centre
Position Reports to:	Patient Services Centre Team Leaders & Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	Credit Officer COF01 - COF05
Location:	East Melbourne
Employment Status:	Casual, Permanent Part-time, Full-time
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	N/A
Key Relationships - internal and external	• Patients, inclusive of family member(s), Carers & visitors • Practice Managers & VMO rooms • Third Party Providers • Health funds and Medicare • 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 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 responsibility of Patient Service Officers is to provide exceptional customer service to Epworth's patients, visitors, doctors and staff.
The Patient Services Officer performs a variety of functions under the Patient Service Centre umbrella including: reception, administration, data entry, patient pre-admissions, admissions and discharge; Billing: Health Fund processing; patient scheduling; receiving and processing of maternity, theatre and bed bookings and liaising with medical specialists, practice managers, theatre staff and other stakeholders to ensure efficient and effective use of operating time in producing a comprehensive theatre schedule that best utilises hospital resources.

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
Operational Requirements • Demonstrates behaviours in accordance with legislative and common law requirements • 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 • Input all data related to upcoming theatre bookings and admissions in patient management systems • Review health fund eligibility and/or patient funding prior to admission and ensure compliance to the Informed Financial Consent process • Maintain accurate Health Fund Checks • Provide accurate cost estimates to patients • Receive and receipt patient payment • Preparation of patient histories	• Compliance with mandatory and department specific competencies every 12 months or as prescribed • Compliance with legislative and common law requirements • Patient and customer service satisfaction surveys to be within organisational targets • Informed Financial Consent process to be achieved for every patient, prior to admission • 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 flawless admissions and discharge information

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
• Patient admission and transfers are scheduled to deliver best practice in resource utilisation and patient flow • Provide accurate information to patients, practice managers and medical specialists in relation to hospital related charges and general information within the framework of privacy legislation requirements • Patient admissions and discharge processes are managed within a high degree of accuracy and efficiency • Effectively manage telephone charging and associated record management • Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols • Answer external & internal telephone calls effectively within 3 rings • Maintain accurate patient telephone call charge records • Answer patient, visitors & staff enquiries • Maintain neat and professional Patient Services areas at all times • Ensures use of Epworth HealthCare Standard Greeting when answering all external calls • Consistently facilitates the delivery of quality care and service. • Development of working relationships with other hospital departments	• Sound relationships developed and maintained with customers • Compliance with Information Privacy Act (2000) and the Health Records Act (2000) • Compliance with EEO & Social Medial Policies and Protocols of Epworth HealthCare
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	• Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations • Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact patient care and customer service • Consistently meet or exceed the expectations of our patients and customers at all times
Team Work • Provides positive and constructive feedback to others team members • Actively participates as a member of the team	• Attends and actively participates in department and team meetings

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
• Identify and Assist and support team members as required	• Feedback from team members
Quality Improvement • Strives to consistently improve service delivery • Provides suggestions, and feedback on quality activities • Actively participates in quality improvement activities within the department	• Evidence of participation in quality activities • Improved customer service • Improvement in performance of unit and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing customer-focused initiatives
Personal and Professional Development • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development • Participates in the orientation of staff	• Completion of annual performance appraisal • Participation in in-services, ward education, ward meetings • Completion of objectives outlined in self-development plan (provide evidence of) • Training of staff in department specific activities (when requested by PSCM)
Safety and Wellbeing • Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace	• Comply with all Epworth's OHS policies, protocols and safe work procedures at all times • Ensure your actions do not put yourself or others at risk (as per Sections 21 & 22 under the OHS Act 2004) • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan • Participate in and complete mandatory safety training on an annual basis and as required • Actively participate and contribute to the OHS consultation processes

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Desirable**

	• Qualification in Customer Service • Medical Terminology qualification
Previous Experience	**Essential** • Experience in a similar role • Strong customer focus **Desirable** • Relatable experience in private healthcare
Required Knowledge & Skills	**Essential** • Excellent computer skills including all MS Office products • Relationship building 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 iPM, Genie and Aria
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	**Essential** • Demonstrates responsibility for own professional development • 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 • A team player **Desirable** • Self-motivated and self-directed.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):

March 2016	Janruary 2026	Patient Service Centre Manager Group Director of Patient Services

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: _____