

## 1. General Information

<b>Position Title:</b>	Patient Revenue Officer - Billing
<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 Third Party Providers External stakeholders

## 2. Overview of Epworth HealthCare

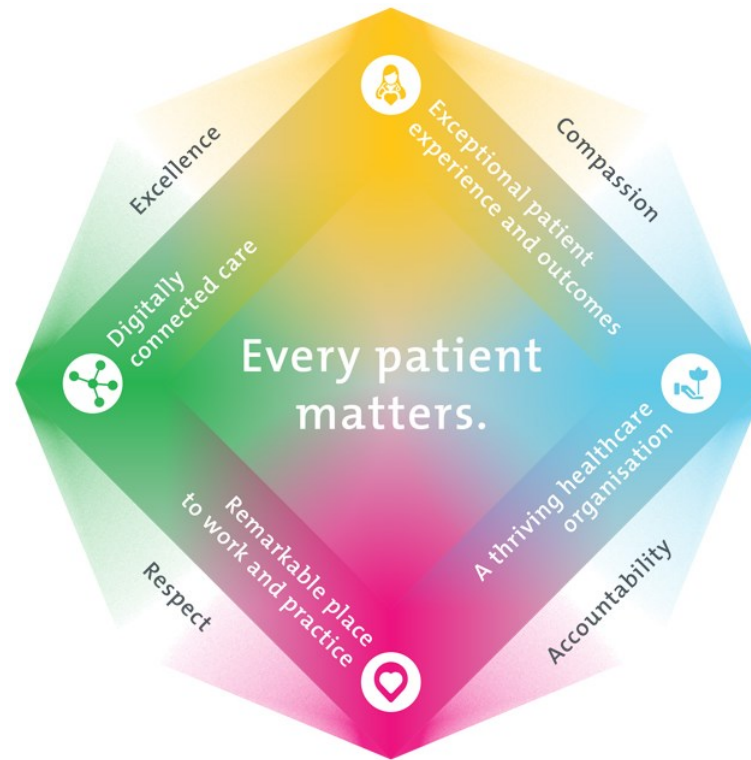
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 (Billing) 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 (Billing), 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 invoice accurately to assist in the collection of correct payment from the insurer or 3rd 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
<i>Leadership and culture</i>	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.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	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.
<i>Risk Management</i>	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>• Run Invoice Pending Report (excluding held accounts) multiple times throughout the day and bill / action these episodes accurately as per the contracted rates.</li> <li>• Run Invoice Pending Report for high dollar episodes (&gt;\$5,000) at least 30 minutes prior to the completion of the working day and bill / action these episodes accurately as per the contracted rates.</li> <li>• Run Invoice Pending Report (held accounts) daily and follow up missing certificates, CMBS item numbers, prosthesis etc as required.</li> <li>• Ensure appropriate certificate and claim form is available and dispatched with appropriate invoice.</li> <li>• Monitor WIP daily (in particular the Uninvoiced component) via the WIP All Campus Overview Report.</li> <li>• Ensure that all Eclipse hub and health fund rejections are actioned by the following working day.</li> <li>• Ensure all invoices are forwarded to the funder within 24 hours of the invoice being raised.</li> <li>• Ensure accurate billing of all invoices as per the contracted rates.</li> <li>• Liaising with sites for documentation for billing purposes</li> <li>• Timely action of emails received from internal/external departments</li> </ul>	<ul style="list-style-type: none"> <li>• All high dollar episodes (&gt;\$5,000) are billed / actioned by the completion of the working day.</li> <li>• Maintain Uninvoiced WIP (No Issues) to below agreed KPI.</li> <li>• Contribute to maintaining the Uninvoiced WIP (Missing Documentation) to below the agreed KPI.</li> <li>• Ensure the KPI for daily billing is achieved.</li> <li>• Manual dispatch of invoices within the agreed KPI.</li> <li>• Billing accuracy KPI is achieved.</li> <li>• Days from coding to billing KPI is achieved.</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> <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> </ul>	<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>

# Position Description



<ul style="list-style-type: none"> <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 billing experience in the HealthCare Sector</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Strong Computer skills</li> <li>• Excellent communication skills, both written and verbal</li> </ul> <p><b>Desirable</b></p>

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	<ul style="list-style-type: none"> <li>• Knowledge of iPM</li> </ul>
<p><b>Personal Attributes &amp; Values</b></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>

**Document Control**

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2025		

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