

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 - COF05
Location:	Camberwell
Employment Status:	Permanent Full Time
Key Relationships - internal and external	Patients, AH therapists, Doctors, Medical receptionists, and the Administration team

2. Overview of Epworth HealthCare

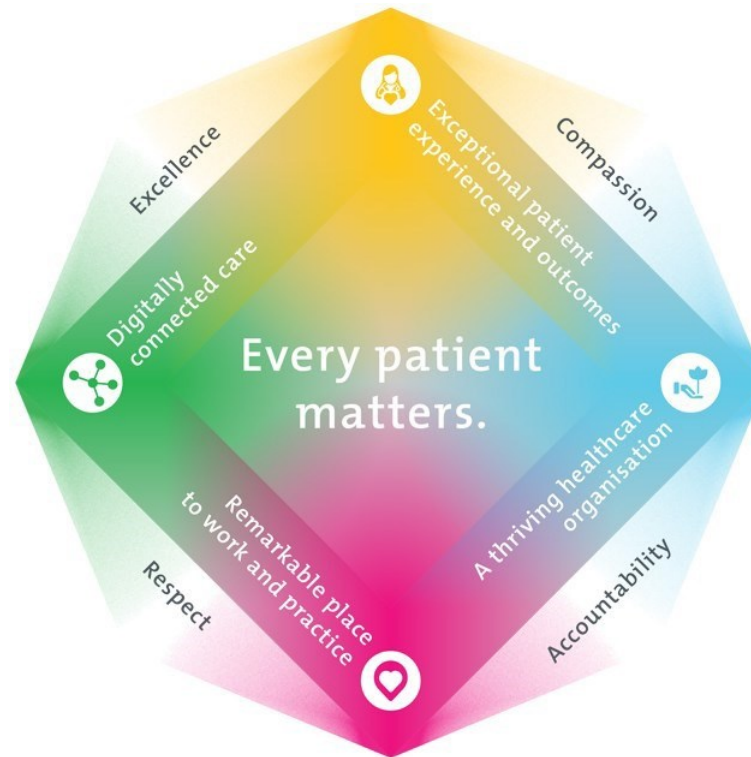
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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.
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 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
<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
<p>Reception -</p> <ul style="list-style-type: none"> • Answer patient, visitors & staff enquiries. • Maintain a neat and professional reception area at all times. 	<ul style="list-style-type: none"> • 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
<p>Administration –</p> <ul style="list-style-type: none"> • Management of all outpatient therapy department referrals • 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 	<ul style="list-style-type: none"> • Efficient admission to outpatient programs with no delays or adverse impact to patient continuum of care • 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
<p>Administration Support -</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Well trained and fully competent team with full access to comprehensive reference tools to support their roles

Position Description



<ul style="list-style-type: none"> • Undertake any general administrative tasks as directed by the Team Leader 	
<p>Customer Service</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"> • Role model and actively promote a culture of high quality patient care • 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 expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Training in Customer Service principles for a service-oriented environment • Business Administration Certificate 3
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Working knowledge in a service-oriented environment <p>Desirable</p> <ul style="list-style-type: none"> • Working knowledge in a Hospital Administration/Patient Services role

Position Description



<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • 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 <p>Desirable</p> <ul style="list-style-type: none"> • Previous working knowledge of hospital Patient Management systems i.e. iPM/BOSSNet
<p>Personal Attributes & 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"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • 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.

Position Description



Employee Signature:

Print Name:

Date: