



HSS REGISTERED

Compensable Officer

Health Salaried Officers Agreement: Level G-3

Position Number: 008353, 008354, 008355, 008356

Revenue Department – Revenue and Accounts Receivable

North Metropolitan Health Service

Reporting Relationships

Manager Revenue
HSO Level: TBD
Position Number: TBD



Compensable Patient Liaison Officer
HSO Level G-4
Position Numbers: 004650,707960 & 007824



This Position



Also reporting to this supervisor:

- N/A

Directly reporting to this position:

Title	Classification	FTE
Nil		

Other positions under control

- N/A

Prime Function / Key Responsibilities

Performs payment services, liaises with compensable patients and stakeholders in an effort to maximise revenue for the North Metropolitan Health Service (NMHS) through correct identification and prompt processing of patient financial status.

Brief Summary of Duties

1. Duties

- 1.1 Performs payment services including cash, credit card / Eftpos transactions, reconciliation of cash for compensable patients.
- 1.2 Initiates and coordinates all compensable paperwork, ensuring it is signed and processed.
- 1.3 Manages patient queries regarding the Private Patient Incentive Program.
- 1.4 Assists in the ongoing education program for key stakeholders and maintains broader staff awareness of hospital revenue requirements.
- 1.5 Assists Compensable Patient Liaison Officer in identifying and implementing agreed initiatives to increase patient utilisation of private health cover; ensuring these are effective, appropriate and cost effective.
- 1.6 Interviews patients, informs and answers queries regarding to private patient billing and incentives.
- 1.7 Actively supports and fosters the private patient initiative internally and externally.
- 1.8 Undertakes various edit checks and invoice flags on the electronic patient billing system.
- 1.9 Monitors and facilitates/maintains private patient incentive distribution.
- 1.10 Assists with the collection and verification of patient certification for revenue purposes.
- 1.11 Updates patient demographics and financial details in the electronic patient administration system.
- 1.12 Meets agreed performance indicators and strives to attain set targets.
- 1.13 Maintains current database relating to admission status of all compensable patients and ensure all claim types are accurate.
- 1.14 Assists in the training of new/relief clerical staff, attends regular meetings and provides input to the development of future departmental requirements.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Well-developed communication negotiation and interpersonal skills including the ability to liaise effectively with patients and all levels of staff.
2. Demonstrated customer service focus and ability to work positively and effectively as part of a team.
3. Demonstrated organisation skills and the ability to maintain high work standards and meet deadlines.
4. Demonstrated analytical and problem solving skills.
5. Practical experience using computers including the use of word processing and excel.

Desirable Selection Criteria

1. Experience in a hospital environment and/or practical experience in hospital patient administration systems.
2. Experience in the delivery of payment service and accounts receivable functions in a large and complex organisation.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: