



HSS Registered

## Compensable Patient Liaison Officer

Health Salaried Officers Agreement: HSO Level G4

Position Number: 114460

Corporate and Finance

Fiona Stanley Fremantle Hospital Group (FSFHG) / South Metropolitan Health Service

### Reporting Relationships

Manager Revenue FSFHG  
Award Level: HSO G9  
Position Number: 113249



Coordinator Revenue  
Award Level: HSO G6  
Position Number: 114172



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• NIL		

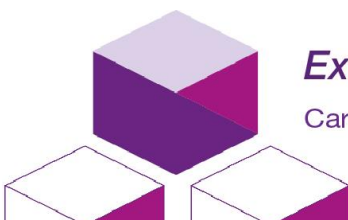


Also reporting to this supervisor:

- Compensable Patient Administration Officer, Level HSO G3

### Key Responsibilities

To liaise with multidisciplinary staff and stakeholders in an effort to maximise hospital revenue. Process Arrangement 'A' billing episodes for all compensable patient categories. Conduct post discharge billing audits to ensure compliance with hospital billing procedures.



*Excellent health care, every time*

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

## Brief Summary of Duties (in order of importance)

### 1. General Duties

- 1.1 Assist the Coordinator Revenue in compiling reports to Arrangement 'A' billing.
- 1.2 Manages and coordinates the billing process for the Arrangement 'A' program and other associated initiatives, ensuring incorrect payments are managed and rectified efficiently.
- 1.3 Liaises with all compensable patients to ensure correct registration of financial elections and chargeable fees.
- 1.4 Undertakes various edit checks on the hospital billing system.
- 1.5 Processes Acute Care Certificates.
- 1.6 Identifies and implements agreed initiatives to increase patient utilisation of private health cover ensuring these are effective, appropriate and cost effective.
- 1.7 Develops ongoing education and promotes staff awareness of the private patient initiative.
- 1.8 Manages patient billing enquiries from internal and external stakeholders and provides advice, technical expertise and training on patient billing procedures.
- 1.9 Establishes and maintains a professional relationship with Health Support Services and health fund providers that encourages communication for enhancement of Fiona Stanley Fremantle Hospital Group systems and processes.
- 1.10 Meets agreed key performance indicators as set out by the Coordinator Revenue

### 2. SMHS 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, South 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.

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## Work Related Requirements

### Essential Selection Criteria

1. Demonstrated communication, negotiation and interpersonal skills including the ability to liaise effectively with patients and all levels of staff.
2. Demonstrated strong customer service focus with the ability to work effectively as part of a team and to motivate others.
3. Demonstrated knowledge and understanding of healthcare billing systems and processes.
4. Demonstrated analytical and organisational skills with the ability to maintain high standards of work under pressure.
5. Demonstrated practical experience using computers including the use of word processing and spreadsheet packages.

### Desirable Selection Criteria

1. Previous experience in hospital billing.
2. Experience in a computerised accounts receivable environment
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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.

<b>Dawn Spill</b>		<b>HE23361</b>	<b>05/03/2021</b>
<b>Manager / Supervisor Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Dawn Spill</b>		<b>HE23361</b>	<b>05/03/2021</b>
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<b>Occupant Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Effective Date</b>			

HSS Registration Details (to be completed by HSS)

<b>Created on</b>	<b>Last Updated on</b>	<b>March 2021</b>
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