



Job Description Form

Community | Compassion | Quality

Integrity | Equity | Curiosity

Position Title

Position number:

**Patient Assisted Travel Scheme
(PATS) Officer**

WA Country Health Service

The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast area of two and a half million square kilometers.

We are the primary provider of public health services across the Kimberley, Pilbara, Midwest, Wheatbelt, Goldfields, South West and Great Southern.

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Position Title: Patient Assisted Travel Scheme (PATS) Officer	Position Number:	Classification: HSO Level G-3
---	------------------	-------------------------------

Directorate overview

Patient Assisted Travel Scheme (PATS) is funded by the WA State Government through the Department of Primary Industry and Regional Development (DPIRD) Royalties for Regions (RfR) scheme and is administered by WA Country Health Service. The intent of PATS is to support equitable access to medical specialist services for country people.

PATS provides financial assistance towards travel and accommodation expenses to eligible permanent WA country residents and their approved support persons who are required to travel a minimum distance to access their nearest available medical specialist service.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

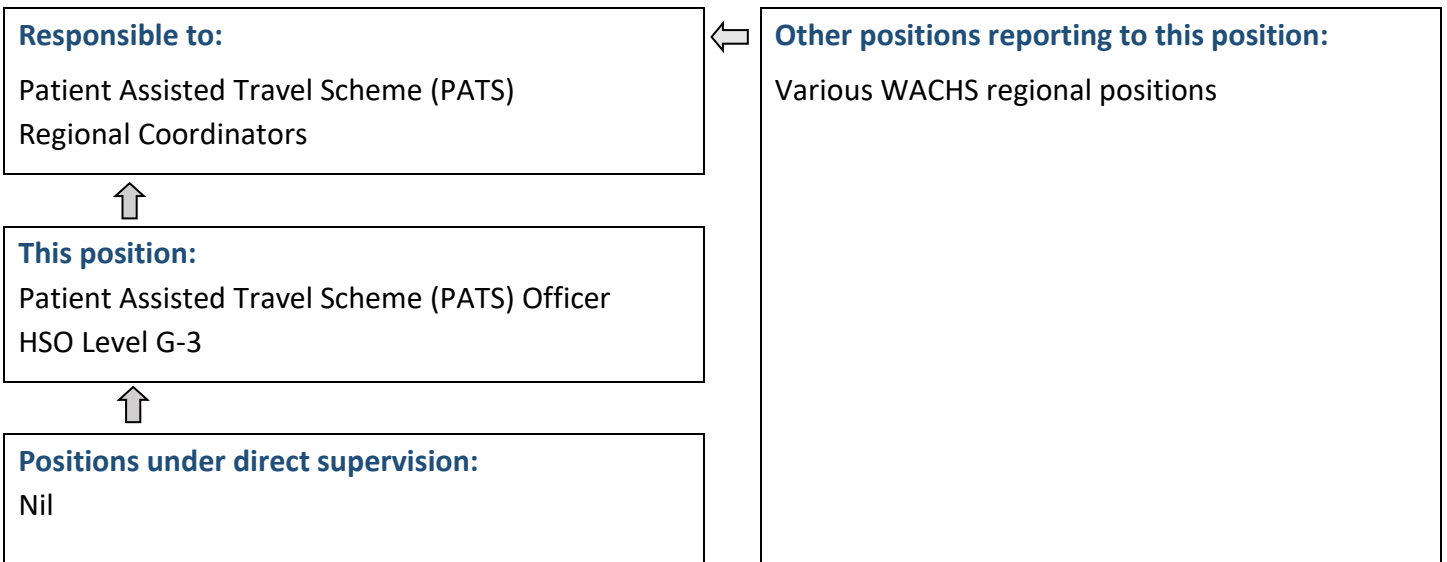
Position Details

Position Number:		Registration Date:	November 2023
Classification:	HSO Level G-3	Location:	Various
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Patient Assisted Travel Scheme		

Position Overview

Assist in delivering an efficient PATS service on behalf of WA Country Health Service. Review and process PATS applications in accordance with PATS policies, procedures and guidelines.

Reporting Relationships



Key Duties/Responsibilities

1. General Duties

- 1.1 Determine eligibility for assistance under the PATS scheme, including assessment of patient hardship and the need for immediate assistance ensuring claims are completed correctly and in full.
- 1.2 Assist clients through an education process to understand the PATS scheme including administration requirements, obligation to lodge claims, level of assistance, eligible specialists, time frames, provision of receipts, eligibility for escort and other obligations in accordance with the PATS policies and guidelines.
- 1.3 Provides information, phone support and an advisory service to PATS applicants within the region.
- 1.4 Ensure quality assurance for completeness and accuracy for submitted forms.
- 1.5 Liaise with specialist centres, Social Workers and Discharge Coordinators to assist clients with travel and accommodation bookings on discharge from hospital.
- 1.6 Refer all unclear or contentious PATS issues to the Regional PATS coordinator who may escalate it to the Regional Director for advice and resolution.
- 1.7 Process reimbursements for claims approved for travel assistance.
- 1.8 Follow up outstanding approved claims to ensure specialists forms are received and ensure that clients have attended specialist appointments.
- 1.9 Record all approved claims in the PATS database and software files, store and dispose all completed claim forms in accordance with PATS Policies and Guidelines and the Treasurer's instructions.
- 1.10 Assist clients, where necessary, with making their travel arrangements including bookings for commercial accommodation and bus fares.

2. Financial

- 2.1 Calculates reimbursements for clients approved travel and accommodation.
- 2.2 Issues purchase orders and payment for purchase of air flights, bus fares, accommodation and taxi vouchers and authorises the accounts for payments when received from suppliers in accordance with the Treasurers Instructions.
- 2.3 Prepares, classifies, and invoices payments of PATS benefits. Manages and resolves all credit notes and account queries with suppliers.

3. Other

- 3.1 Assists with staff training, development and reviewing PATS processes for the region.
- 3.2 Participates in orientation, mandatory training, staff performance development and quality improvement programs.
- 3.3 Other duties as required.



Position Title: Patient Assisted Travel Scheme (PATS) Officer	Position Number:	Classification: HSO Level G-3
---	------------------	-------------------------------

Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Demonstrated customer service skills.
2. Demonstrated experience understanding and interpreting guidelines.
3. Demonstration organisational skills and ability to self-direct work.
4. Demonstrated problem solving abilities and conflict resolution skills.
5. Well-developed oral and written communication skills.
6. Well-developed level computer skills including Microsoft Office applications.

Desirable

1. Knowledge of policies and procedures associated with the Patient Assisted Travel Scheme.
2. Knowledge of the geograpy and transport infrastructure in Perth and the region.
3. Current knowledge and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health in all aspects of employment and service delivery.

Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check

