



POSITION DESCRIPTION

Date	23 October 2019
Position Title	Patient Services Clerk
Division	Finance - Patient Services
Reports to	Patient Services Team Leader

SECTION 1

Mission, Vision and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary

The purpose of the position is to provide the initial high-quality contact for all internal and external stakeholders to the hospital. The Admission Clerk is responsible for processing information from patients, surgeons' rooms and health funds to complete admission requirements in a timely, accurate and confidential manner

SECTION 3

Key Working Relationships

INTERNAL	EXTERNAL
Manager- Finance	Patients
Team Leader- Patient Services	Private Health Insurance Funds
Clinical Nurse Managers	Doctors' Rooms
Pre- Admission Nurse	Visitors to the Hospital

Nurse Co-ordinators	Suppliers/ contractors
Ward Clerks	
Patient Accounts Team	

SECTION 4

Key tasks

Administrative

- Perform Receptionist and Switchboard duties
- Process patient admission forms, entering data into the Patient Administration System (PAS)
- Perform health fund checks and identify patient out of pocket expenses
- Receipt and reconcile payments
- Liaise with doctor rooms for patient admission detail
- Complete administrative support role for Medical Records department including filing, medical record retrieval and photocopying.

Preventing and Controlling Health Care associated Infection

- Perform hand hygiene

SECTION 5

Health, Safety and the Environment

- Adhere to policies, procedures and standard operating procedures
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment

SECTION 6

Quality and Risk

- Record initiatives and issues in Riskman
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training and participate in development reviews

SECTION 7

Partnering with the Consumer

- Acknowledging patients, responding to general non-clinical queries, providing assistance as

appropriate, encouraging the use of formal feedback systems

SECTION 8
Selection Criteria

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> ▪ Current Police Check. (no more than 6 months old) <p>Desirable</p> <ul style="list-style-type: none"> ▪ Certificate II or III in Health Support Services
Knowledge
<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of OSH legislation and requirements <p>Desirable</p> <ul style="list-style-type: none"> ▪ Medical terminology ▪ Medical record procedures and practices ▪ Health fund services ▪ Quality improvement and risk management processes
Skills
<ul style="list-style-type: none"> ▪ Demonstrated keyboard, computer and typing skills, including experience in data entry, word processing and spreadsheet skills ▪ Accurate typing (at least 40 words / minute) ▪ Well developed written and verbal communication skills ▪ Well developed organisational skills
Experience
<p>Essential</p> <ul style="list-style-type: none"> ▪ Organising own time and work processes to meet deadlines ▪ Determining and exceeding customer expectations ▪ Working effectively as part of a team ▪ Building and sustaining relationships with colleagues and customers <p>Desirable</p> <ul style="list-style-type: none"> ▪ Switchboard and receptionist experience within a busy organisation ▪ Previous experience as an Admission Clerk ▪ Patient admission experience



SECTION 9
Acceptance of Position Description

Employee

Date

Manager

Date