

Date	January 2025
Position Title	Patient Services Clerk
Division	Finance and Support Services
Reports to	Manager, Patient Services

SECTION 1

Mission, Vision and Values

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

Vision: To be the preferred choice for patients, doctors, and staff and to be recognised for the provision of high-quality clinical care.

Values: Bethesda Health Care is committed to 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 Bethesda Health Care.
- **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, live the positive behaviours described in the Bethesda Health Care Code of Conduct, and contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

To manage the administrative processes for patient admission and registration, including verifying patient information, performing health fund checks, processing admissions, addressing inquiries, and ensuring a seamless experience for patients and their families.

SECTION 3

Key Working Relationships

Internal	External
Executive Manager, Finance and Support Services	Patients
Manager, Patient Services	Visitors
Patient Services Team	Private Health Insurance Funds
Patient Accounts Team	Supplier Companies
Clinical Nurse Managers	External Contractors
Volunteers	
Nursing Staff	

SECTION 4 Key Responsibilities

- Greet and welcome patients, ensuring a warm and professional experience.
- Collect and verify personal, insurance, and medical information for accurate registration.
- Enter patient data into the hospital's Patient Administration System (PAS).
- Import patient data from external admission databases.
- Confirm insurance details, provide financial consent forms, and explain their purpose.
- Ensure patient files are accurate, complete, and compliant with privacy regulations.
- Process pre-admission steps, including financial assessments and co-payment collection.
- Address patient inquiries with clear, empathetic, and professional communication.
- Collaborate with clinical staff to ensure smooth patient transitions and accurate information.
- Assist with clerical tasks such as filing, reception duties, and medical record management.

SECTION 5 Health, Safety and the Environment

- Lead by example in fostering a positive safety culture at Bethesda Health Care.
- Adhere to all Bethesda Health Care policies, procedures, and standard operating guidelines related to Work Health and Safety (WHS).
- Immediately report any incidents or hazards.
- Use all required safety measures, protective devices, and personal protective equipment.
- Complete all mandatory WHS training and education.
- Promote all staff well-being through respectful communication and interactions.
- Actively participate in WHS consultative processes.
- Uphold Bethesda Health Care's commitment to environmental stewardship by integrating sustainable practices into all duties.

SECTION 6 Governance Quality and Risk

- Read and abide by the safety and quality responsibilities relevant to your role as outlined in the Clinical Governance Policy/Framework.
- Abide by Bethesda Health Care's Code of Conduct, Work Health and Safety legislation, *Equal Opportunity Act*, and *Disability Services Act*.
- Promote a culture that supports safety and quality by engaging with clinical performance and safety processes at the unit level.
- Record initiatives and issues in our Clinical Governance System.
- Encourage and support clinicians to speak up for safety.
- Complete all mandatory training, engage in development reviews, and contribute to the growth and success of others.

SECTION 7 Partnering with the Consumer

Acknowledge and involve patients in their care, address clinical and non-clinical inquiries, provide appropriate assistance, and promote the use of formal feedback systems.

SECTION 8 Selection Criteria

Essential

- Previous experience in a healthcare or customer service role, preferably in a hospital or medical setting.
- Excellent organisational and time management skills.
- Strong attention to detail and accuracy in data entry and record-keeping.
- Ability to work effectively under pressure and manage multiple tasks simultaneously.
- Demonstrated ability to work collaboratively as part of a multidisciplinary team.
- Basic computer skills, including proficiency in Microsoft Office.
- Strong interpersonal and communication skills with a compassionate, patient-centred approach.
- Professional, empathetic, and able to maintain composure in a fast-paced environment.
- Ability to maintain confidentiality and handle sensitive patient information with discretion.
- Demonstrated commitment to upholding and integrating the values of Bethesda Health Care.

Desirable

- Certificate II or III in Health Support Services.
- Previous experience in a similar role within a healthcare setting.

SECTION 9 Acceptance of Position Description

Employee

Date