

POSITION DESCRIPTION

SWSLHD - Private Patient Officer

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Admin Off Lvl 5	
State Award	Health Employees Administrative Staff (State) Award	
Category	Finance and Audit Financial Accounting	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

Private Patient Officer (PPO) represents the Financial Services Unit as the initial point of contact for local and international insurers, patient groups, hospital administration staff and clinical staff, on patient fee matters. The role of the Private Patient Officer is pivotal to the Local Health Districts strategy to raise additional revenue from patients electing to use their private health insurance. This is an extremely important initiative and contributes to the purchase of clinical equipment and employment of front line clinical staff. The PPO reports to the facility Revenue Manager and will make a central contribution to achieve the patient fee budget and implementation of overall patient fee strategy for the hospital.

COVID-19 VACCINATION COMPLIANCY

The Public Health (COVID-19 Vaccination of Health Care Workers) Order 2021 commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. Mandatory COVID-19 vaccination will now be required for all NSW Health staff.

KEY ACCOUNTABILITIES

The role is responsible for ensuring the Hospital meets its obligations in the management of inpatients as described in the Fee Procedure Manual for Public Health Organisations and in house management processes and procedures. This includes compiling with all MoH policies Managing daily patient admission and discharge information-Running daily admission and discharge reports-Reviewing all admissions and ensure the correct financial classification has been applied and all financial admission forms completed in accordance with the MoH Fee Procedure Manual-Communicating with Medical staff of private and compensable patients
Reconciling single bed utilisation data and flag patients in single rooms.Provide daily report to all ward Nurse Unit Managers. Monitor bed movements of private patients-Ensuring Overseas & Reciprocal Election packages have been completed-Using available systems to identify any missed revenue opportunities-The role is responsible for providing definitive advice and support to all areas of the Hospital in relation to patient admission and financial classification-Developing, supporting and maintaining productive working relationships with other hospital departments for all patient admissions-Providing support to all departments regarding financial classification and relevant billing information when requested-The role is responsible for comprehensive support and management of claims, complaints and enquirers from pre and post admitted patients, local and international insurers and internal and external stakeholders-Ensuring customer/patient complaints are handled in accordance with hospital policy-Managing requests for information with the Medical Records Department and Financial Services from PHI, Medical Staff and their agents about patient financial status-Maintaining confidentiality of all hospital activities, records and information-Unplanned Admission function-Informing insured undecided patients of the benefits of electing to be treated as a private patient-Ensuring patients have considered the financial implications of their decision to elect to be treated as a private patient-Meeting or exceeding daily and weekly chargeable and private patient election targets-Contributing to the Unit's success in meeting budget target (reviewed annually)-Determine if Medicare Ineligible patients are insured, uninsured with means to pay or uninsured without means to pay-Ensuring payment of deposit by all Medicare ineligible patient on admission and preparing payment plans for uninsured patients that are unable to pay their bill in full on discharge-

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Contacting insurance companies and advising insurers of patient admission-Liaising with insurance companies (local and international), consular services, Non-Government Agencies and overseas patients to arrange deposits/payments or payment guarantees prior to discharge of patient-Producing hospitalisation fee estimates for international insurer and coordinating diagnostic and doctors billings-Patient Billing and Revenue Collection-Undertake health fund eligibility checks to ensure patients are covered-Run health fund usage reports to ensure patients with health insurance that aren't using their insurance are interviewed-Oversee Acute care certificate reports-Contribute to the requirements to ensure effective delivery of Private Patient Services and to policy and procedure enhancements and project work-Contacting the employer of any Workers Compensation patient to ensure they are employed by the said business and request insurance or claim details

KEY CHALLENGES

- Meet and exceed revenue targets set down by the Local Health District and the Ministry of Health and Dealing with patients and relatives in stressful situations.
- Able to work independently and as part of a wider public health team and Having the knowledge to inform patients about their insurance elections.
- Have the confidence to convert patients from public to private insurance.

KEY RELATIONSHIPS

Who	Why
Patients/Carers/Relatives	Communication regarding financial elections
Internal stakeholders	Communication for all revenue matters
LHD Revenue	Billing requirements
Other Facilities/PPO's/Revenue	Communication regarding inpatients
External Agencies	Communication regarding eligibility and billing information

SELECTION CRITERIA

1. High-level analytical and problem solving skills with a proven capacity to develop sound solutions to complex issues and conflict resolution.
2. High level advocacy and negotiation skills with well-developed interpersonal skills and ability to establish effective working relationships.
3. Ability to work at a high level of effectiveness autonomously and as part of a team with proven time management and organisational skills
4. Exceptional verbal/written communication skills with ability to critically analyse information and prepare clear concise reports and business/client communications for management.
5. Demonstrated advanced knowledge of Microsoft Office and knowledge of Patient Administration System/ Cerner and PBRC
6. Advanced knowledge of the health insurance industry from a Public Hospital perspective, knowledge of the provisions of the Australian Health Care Agreement and Medicare and advanced understanding of NSW MoH Fees Procedures Manual for Public Health Organisations.
7. Relationship marketing and sales experience
8. Ability to work a 7 day rotating roster including after-hours.

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