



# Canberra Health Services Decision Paper;

**Structure Reform: Revenue and Financial Services  
and Pathology Accounts**

**Consolidation PBRC billing and debt recovery functions and teams**

| <b>Work Area</b> |  | <b>Contact Details</b>   |
|------------------|--|--|
| ACT Pathology    |  | <a href="mailto:ACTPathologyED@act.gov.au">ACTPathologyED@act.gov.au</a> |

The Accounts Consultation Paper was circulated on 30 May 2024 to team members in the Pathology Accounts team and Patient Accounts team. The Health Services Union and Community Public Sector Union were also provided with a copy of the same. ACT Pathology sought feedback on the proposal to consolidate the pathology accounts and patient accounts teams.

### **The proposal covered:**

- Knowledge and information between the pathology accounts and patient accounts teams are to be shared to create consistency in billing and debt recovery functions and align patient billing processes within CHS.
- The consolidation of the two teams is to lead to more efficient error corrections and processing of rejections, while eliminating duplication of effort.
- The pathology accounts team is to undergo a shift in their current reporting lines and physical location.
- There is to be no change to individual duties, but opportunities to acquire new skills and knowledge in non-pathology specific items are to emerge in the future.
- The patient accounts team is to retain their current reporting lines and structure.
- The team is to gain five additional members from the pathology accounts team.

Over time, opportunities to acquire new skills and knowledge in pathology-specific items are to present themselves.

### **Outcome of the Consultation:**

We have received overwhelming support and feedback from many team members during this process. As part of this process, we have considered the feedback from the consultation and incorporated changes into the final decisions, which are shared in this paper. In summary the decision includes us going ahead with the consolidation of the pathology accounts and patient accounts teams and your cooperation is appreciated.

### **Implementation of the Consultation:**

In consideration of the feedback received, the pathology team will remain together in one team in the organisational structure (See Appendix A).

The Chief Finance Officer Division will be conducting a work level assessment within 90 days of this decision paper to review the classification of the pathology accounts members (AS05 and AS03s).

The roles and duties of the pathology accounts team will not be changing after the transition to the patient accounts team.

Pathology accounts team members will be supported by the Team Leaders of the Revenue and Data Team and Billing and Debt Recover Team. These two roles will be escalation points for issues relating to the either revenue or billing and debt recovery and for advice or managing current priorities.

EFTPOS banking and receipting will be performed in accordance with the patient accounts procedures at Village Creek. Cash and cheques will be managed by the cashiers located at The

Canberra Hospital. Processing of payment plans will be identified with a view to processing these in the cashier's office. This will be confirmed prior to the physical move to Village Creek.

Work is underway to document the different workflow processes, and this will continue so that we can identify the best practice to be implemented across the teams.

Existing approved leave will be honoured, any future leave will be by standard approval processes of the patient accounts team.

An ongoing communication and reporting structure will be established with the patient accounts team and ACT Pathology to resolve ongoing billing issues. This may include regular scheduled meetings and ad hoc discussions that can be in person or virtual. SOGC and ASO4 roles maintained in pathology remain available to provide support with specific pathology knowledge to the patient accounts team.

Accounts payable will be maintained within ACT Pathology. This includes the process for sendaway testing and research invoicing. Regarding sendaway testing, the invoices will be paid to the referral laboratories and invoices will be raised where appropriate to patients in PBRC. Patient accounts will be responsible for managing debt recovery of these invoices.

Oversight of pathology billing activity will be achieved by the production of regular reporting on revenue and billing from within PBRC by the SOG C in pathology.

Village Creek is the permanent location of the patient accounts team. Transition of the pathology accounts team to Village Creek will occur within four weeks from the distribution of this decision paper.

Thank you for your time in providing the feedback. Please continue to share ideas for improvement and discussion with your manager post completion of the transition.

For any further information relating to the consultation process and subsequent decision paper, please contact [ACTPathologyED@act.gov.au](mailto:ACTPathologyED@act.gov.au)

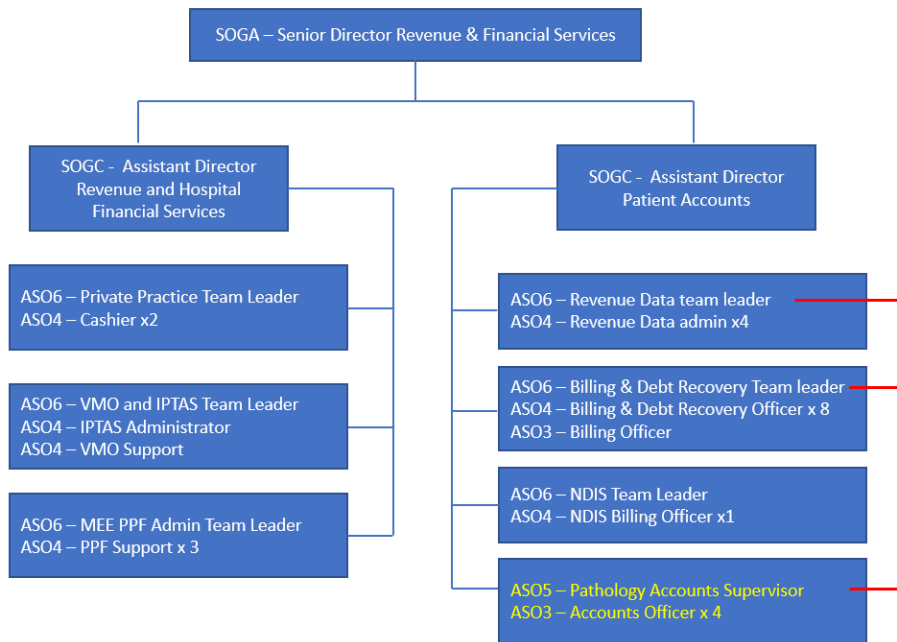
## References

| Document  | Attached or Reference Link                 |
|---|--|
| Structure Reform: Revenue and Financial Services and Pathology Accounts. Consolidation PBRC billing and debt recovery functions and teams |  |
| Consultation Guidelines for Managers  | People & Culture, Canberra Health Services |
| ACTPS Union Engagement Policy   | ACT Public Service                         |

Administrative and Related Classifications  
Enterprise Agreement 2023-2026

ACT Public Service

## Appendix A



Red line indicates escalation pathway to ASO6 of Revenue Data or Billing & Debt Recovery Team Leader depending on nature of query