

# Position Description

## Billing Officer

<b>Classification:</b>	Administrative Officer Grade 1
<b>Business unit/department:</b>	Radiology and MIT
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
<b>Employment type:</b>	Casual
<b>Hours per week:</b>	As Required
<b>Reports to:</b>	Radiology and MIT Business Manager
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Budget: NA
<b>Date:</b>	

### Position purpose

The primary purpose of this role is to provide professional, efficient, patient focused billing support within the Radiology and Molecular Imaging & Therapy departments. To work as an effective member of the team and contribute to the provision of high-quality billing services.

### About the Radiology and Molecular Imaging & Therapy Departments

The Radiology and Molecular Imaging & Therapy departments are both multidisciplinary and provide a range of diagnostic and interventional imaging services to both hospital inpatients and outpatients through varying imaging disciplines across both the Austin and Repat Campuses

The Radiology services include, but are not limited to, MRI (Magnetic Resonance Imaging), US (Ultrasonography), CT (Computerised tomography), DSA (Digital Subtraction Angiography), Mammography and General x-ray.

The MIT clinical services include Nuclear Medicine, PET, and BMD. The team also provide radionucleotide therapies and are nationally and globally recognised for the research they perform.

Patients are generally referred to each department from specialist clinics within the hospital and also from external general practitioners and specialist consultants within the community.

The departments are innovative and constantly looking for improvement.

There is consistent review of administration team roles and tasks to ensure provision of efficient services and as such, this is a changing environment, leading to constant systems and process improvements.

## Position responsibilities

- Participate in routine patient billing transactions inclusive of TAC, WorkCover
- Check and validate patient billing records, correcting data and following up with departments for correct information as required
  - Routine billable and non-billable diagnostic scans
  - Private and compensable patient scans
- Ensure correct and timely billing of the services provided by the department
- Demonstrate an ongoing understanding of Medicare processes
- Monitor report of validated scans ready for billing
- Utilise Austin Health computer systems, including RIS, (Radiology Information System), patient database, Medtrak, Cerner and Healthlink
- Utilise Microsoft Office suite skills in relation to data preparation
- Liaise with teams in other areas and departments of the hospital as required
- For MIT billing – work closely with the clinical operations management team (eg Chief Technologist) to ensure accurate MIT billing transactions
- Contribute to improvement in service delivery as opportunities arise
- Assist with training of new employees with basic administrative functions and other duties as required
- Assist the team leader and business manager with other administrative functions as required

## Selection criteria

### Essential skills and experience:

- High volume data entry skills that can be performed in an accurate and time efficient manner
- Must demonstrate exceptional attention to detail
- Demonstrated ability to prioritise importance of tasks
- Demonstrated organisational and time management skills including the ability to understand the importance of meeting deadlines
- Demonstrated keyboard and data entry skills
- Demonstrated knowledge of Microsoft Office suite, with high emphasis on excel use and excellent general IT skills
- Ability to communicate effectively
- Understanding the principles of confidentiality



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- Ability to problem solve and ‘think on your feet’ in a variety of situations
- Ability to work autonomously and as a member of a dynamic team, which works effectively within a multi-disciplinary environment
- A commitment to Austin Health values

#### **Desirable but not essential:**

- Previous experience and knowledge of hospital and medical billing processes
- Medical imaging Medicare billing experience
- Hospital inpatient and outpatient billing experience
- Account reconciliation experience
- Knowledge of medical terminology
- Administration qualification

### **Professional qualifications and registration requirements**

*There are no specific qualifications or registration requirements for this role*

### **Quality, safety and risk – all roles**

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

### **Other conditions – all roles**

All Austin Health employees are required to:

- Adhere to Austin Health’s core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health’s Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).



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- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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