



Position Description

Medical Administration and Reception Officer

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| Award or EBA: | Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement |
| Classification/Grade: | Grade 1A |
| Directorate: | Primary Care |
| Reports to: | Medical Administration Lead Officer |
| Direct Reports: | Nil |

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the [DPV Health Way](#). This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from _ or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and

celebration; these are key pillars in our culture.

About this role

The Medical Administration and Reception officer is a key member of the practice team, assisting the practice to provide excellent patient services, by providing:

- Respectful and professional attendance to patients
- Accurate, efficient and effective patient booking, billing, triage, and record management
- High quality patient-centred care
- Compliance with all regulatory requirements
- Successful patient interactions that maintain good will with patients and the community
- Maintenance of cohesive and professional relationships with all members of the practice team

Reporting to the Medical Administration Lead officer, this position will provide client support, administration, system support, reception, and other tasks in a timely, effective and efficient manner. To achieve the objectives of the position, Medical Administration and Reception Officers will work closely with the Practice Manager, Medical Nursing team lead, practice nurses, GPs, medical specialists and other administrative and reception staff.

This position contributes to the success of DPV Health by operating as a Medical Administration and Reception officer within the Medical team, which works across the DPV Health Medical Centre – Mill Park and DPV Health Medical and Dental Centre – Broadmeadows.

Roles Key Accountabilities

Service Delivery

- Welcoming and greeting all patients and visitors to DPV Health Medical Centres, in person and over the phone with courtesy and respect.
- Ensure that all telephone interactions are undertaken in a courteous and professional manner.
- Ensure that suitable non-clinical triage is applied to make suitable appointments for patients depending on their needs.
- Ensure the accuracy of medical files, through accurate recording of new patient information, and updating information of existing patients.
- Ensure that patients are made aware of waiting times of GPs/Specialists and that they remain updated throughout their waiting time.
- Ensure that patients are provided with an accurate understanding of any costs associated with the service they are booking for.
- Ensure correct and accurate billing of patients, whether bulk billing, private billing, and third-party billing.
- Process Medicare batching at the end of the day.

- Ensure adherence to DPV Health policies and procedures as stipulated in the reception manual, RACGP accreditation manual, and broader DPV Health policies and procedures.
- Processing of medical specialist referrals, making bookings, and billing appropriately.
- General administration duties including scanning, faxing, emailing, printing, and posting letters.
- Ensure that the reception area and waiting areas are kept clean at all times.
- Attendance at MART team huddles.
- Participate in ongoing professional development activities as appropriate.

Reporting, System and Analytics

- Support the ongoing development of the Medical administration and reception team through continually reviewing processes and advising management of opportunities to streamline as appropriate.
- Actively use and promote the use of DPV Health systems such as Best Practice, Health Engine, TRAK, CareLink, RiskMan, PROMPT, MyBookings, MEX, ELMO and others

Financials, Budgets, Target, Funding

- Ensure that all financial transactions are undertaken in line with approved DVP Health policy and delegations.
- Ensure that all invoices are provided under direction of the medical practitioner that has provided the service.
- Ensure that the most appropriate person / organisation / agency is billed for each patient interaction.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews.
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

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Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards.
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and improve the quality and safety of their care and services.
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Travel between sites is required
- International Residency Stat Dec and International Police Check (if required)
- Valid Working with Children Check
- Satisfactory Police Check
- Vaccination Status as per category

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Desirable Qualifications and experience

- Certificate in Medical / Business Administration
- Completion of Medical Terminology course
- Experience working within a medical practice

Experience & Skills

Service Delivery

- Experience working as a receptionist / administrator in a community setting including work with CALD, Aged and clients with a disability.
- Understanding client needs and providing excellent service.

Communication and interpersonal approach

- High level of energy, initiative, sound judgement and a sense of urgency
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio-economic circumstances.

Client Focussed

- Demonstrated responsiveness to client needs and wants. (Internal and external)

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Planning and Organisation

- Solution orientated and creative thinker.
- Ability to work independently and meet agreed timelines.

Quality, process improvement and innovation

- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better.
- Capacity to make decisions, find solutions and escalate when required.
- Commitment to maintaining a high standard and quality of work and ethics.

Extras depending on the role

- Competent computer skills
- A relevant community language
- Experience facilitating and supporting students.

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____