

## Patient Access Officer [Program]

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| <b>Title:</b> Patient Access Officer   | <b>Reporting to:</b> Patient Access Team Leader   |  |
| <b>Portfolio:</b> RDHM<br><b>Program:</b><br>Primary Care<br>Integrated Specialist Care<br>Surgery & Oral Medicine | <b>Direct reports:</b> Nil  |  |
| <b>Enterprise Agreement:</b>   | HAMA (VIC Public Sector) (Single Interest)<br>EA 2021 – 2025  |  |
| <b>Classification:</b>   | Grade 1   |  |
| <b>Employment Type:</b>  | Write Here Fulltime/Part time (eg. 0.8)/Casual  |  |
| <b>Key Stakeholders:</b>   | Internal:<br>Clinical and operational leads<br>RDHM Quality & Safety Team<br>RDHM Operational Transformation team<br>People & Culture, Safety & Wellbeing<br>DHSV corporate | External:<br>Students and university staff |

### Position Purpose

The Patient Access Officer supports the administrative function at the Royal Dental Hospital of Melbourne (RDHM). You will report to the Patient Access Team Leader in the RDHM Portfolio. Your role is customer facing, providing administration support and customer service to patients in preparation for their appointment and provide an outstanding patient experience. Your role supports one of the RDHM Programs: Primary Care, Specialist Care, Surgery & Oral Medicine.

### Our organisation

The Royal Dental Hospital of Melbourne is Victoria's leading oral health teaching institution. With over 130 years serving the community, RDHM stands as a beacon for oral healthcare in Victoria. In partnership with the University of Melbourne, RMIT and La Trobe University, we provide students with their earliest practical training. RDHM is funded and administered by Dental Health Services Victoria and accountable to the Victorian Minister for Health – Victorian Government.

### Our Values

Respect | Accountable | Collaboration | Transform

| <b>Role Accountabilities: What you are accountable for</b> |  |
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| Patient Experience   | <ul style="list-style-type: none"> <li>• Provide patient centred care to deliver high quality customer service to our patients</li> <li>• Respond and resolve customer complaints efficiently, escalating when required.</li> </ul>  |
| Administration & Appointments                              | <ul style="list-style-type: none"> <li>• Provide administrative services across the entire patient experience to support patient access to services. The role encompasses front and back desk duties to support the patient experience.</li> </ul> <p><b>Front Desk Duties</b></p> <ul style="list-style-type: none"> <li>• Greet and check in patients for their appointment and complete registration and documentation requirements</li> <li>• Provide relevant patient information and associated fees</li> <li>• Collect fees</li> <li>• Make follow up appointments</li> <li>• Respond to patient queries and escalate when required</li> <li>• Conduct emergency triage (Primary Care)</li> <li>• Complete end of day procedures</li> </ul> <p><b>Back-office Duties</b></p> <ul style="list-style-type: none"> <li>• Take inbound calls (book &amp; reschedule appointments, conduct emergency triage, enquires)</li> <li>• Make outbound calls to book &amp; reschedule appointments</li> <li>• Manage appointment confirmations</li> <li>• Book interpreters as required</li> <li>• Complete waitlist management tasks</li> <li>• Respond to patient queries (email/webchat)</li> <li>• Send and follow up patient documentation</li> <li>• Provide ad-hoc patient related administration support to clinicians and other stakeholders</li> <li>• Undertake continuous professional learning and development to ensure current competencies including any prescribed training in safety and quality</li> <li>• Participate in quality and safety activities such as audits</li> </ul> <p>Undertake other reasonable duties as requested ensuring effective and timely completion</p> |
| Stakeholders   | <ul style="list-style-type: none"> <li>• Build strong relationships across the clinical teams to facilitate teamwork.</li> </ul>   |

#### **Value Based Health Care**

DHSV is committed to the principals with the aim of managing the increasing demand for public dental services and achieving the best outcomes from the care we provide. Our VBHC framework guides how we work in a team to:

- Be a person-centred system based on what people need
- Provide the right services, by the right person, at the right time, in the right location
- Achieve the best outcomes at the lowest cost
- Integrate care across separate facilities

Measure outcomes and costs for every client

#### **Health & Safety**

Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.

Follow safe work practices and directions, including the proper use of any personal protective equipment.

Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS

#### **Quality, Compliance & Risk Management**

At RDHM we all work together to deliver world class, high quality, safe and integrated oral health care that improves patient outcomes by fulfilling our safety and quality roles. We achieve this by:

Working within the RDHM Quality and Safety systems.

- Supporting RDHM in continuously improving care. We look for opportunities to improve in everything we do. Once identified we plan, implement, and evaluate improvements with the goal to improve the quality and safety of care provided.
- Providing safe, integrated, appropriate and patient centred care

#### **Diversity & Inclusion**

By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong

- Recognise and appreciate the unique and different perspectives that each individual brings to the team
- Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included
- Respect all ideas and people so that we can create an environment where everyone feels seen, heard, and valued. Inclusive teams are better teams and are integral to our success

#### **Privacy**

The Privacy Act regulates how we collect and handle personal information, including health information. Keep all health information (any information about a person's health or disability, and any information that relates to a health service they have received or will receive) confidential and do not remove it from RDHM. This includes patient scans and photographs. If your role includes reviewing complaints or complaint information, this information is confidential and not to be recorded within the dental record.

| <b>Your Knowledge, Skills and Experience</b>                 |   |
|--|---|
| <b>Knowledge and Skills</b>                                  | <ul style="list-style-type: none"> <li>Customer service and conflict resolution</li> <li>MS Office and computer literacy skills</li> <li>Proficiency in verbal and written communication</li> <li>Priority management</li> <li>Time management</li> <li>Attention to detail</li> <li>Demonstrate and promote a commitment to health and safety, wellbeing, and the environment by actively participating in the ongoing identification and prevention of any risks</li> </ul> |
| <b>Experience</b>  | <ul style="list-style-type: none"> <li>Experienced in customer service and conflict resolution in managing complaints</li> </ul>  |
| <b>Qualifications, Certifications and Other Requirements</b> |   |
| <b>Qualifications, Certifications</b>                        | No formal qualifications required   |
| <b>Other Requirements</b>                                    | <p>Satisfactory Working with Children's Check (Vic) and Police Check</p> <p>Vaccination requirements as required by the Department of Health guidelines, including COVID 19– Category B per Staff Immunisation Procedure</p>  |
| <b>Competencies</b>  |   |
| Behavioural Competencies                                     | Adaptability<br>Building Trust<br>Collaboration<br>Contributing to team success<br>Customer focussed<br>Decision making<br>Quality Orientation / initiating action<br>Managing Work   |
| <b>Location</b>  | This role is based on site  |

| Document Title         | Version                    | Sign off date |
|------------------------|----------------------------|---------------|
| Patient Access Officer | V1. Draft for consultation |               |