

Position Description

Position title	Patient Liaison Officer
Department / Division	Finance / Corporate Services
Classification	Grade 3 Level 1 – Grade 3 Level 5 (AO31 – AO35)
Position reports to	Team Leader – Patient Liaison
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Finance Department sits within the Corporate Services Division of The Royal Children's Hospital and serves as the hospital's central hub for all financial matters, delivering end-to-end financial management in accordance with the requirements of the Victorian Department of Health and relevant public sector frameworks. The department is responsible for the full spectrum of financial activities including patient billing, accounts payable, financial

compliance, tax, and external reporting, ensuring the organisation meets its obligations under the *Financial Management Act 1994* and applicable health service directives. Operating within the complexity of a public health setting, the Finance Department plays a critical role in supporting executive decision-making and the long-term financial sustainability of the health service, while upholding the accountability and transparency standards expected of a Victorian public entity.

ROLE PURPOSE

The Patient Liaison Officer is responsible for driving private patient revenue by liaising with patients for election and eligibility as a private or compensable patient and to ensure all necessary documentation is completed. The position is responsible for providing support to the billing team as the content experts to facilitate billing and collections.

KEY ACCOUNTABILITIES

Administration

- Ensure hospital admission and election documentation is completed and appropriately signed
- Liaise with Private Health Funds to determine a patient's eligibility and level of cover
- Follow up with compensable patients to ensure that their details and documentation are completed accurately and timely
- Actively engage in the conversion of private patients through the identification of patients with insurance and conversations about the use of private health insurance, both in person and via phone calls
- Communicate to patients, relatives or guardians their rights and responsibilities under the RCH Private Patients procedure ensuring that the relevant parties are fully informed on electing to use their Private Health Insurance
- Communicate to patients, relatives or guardians their rights and responsibilities under the RCH Medicare Ineligible Patients procedure ensuring that the relevant parties are fully informed and informed financial consent is obtained
- Escalate unresolved or high-risk issues to the Team Leader – Patient Liaison and Finance Manager Operations
- Completion of billing for Medicare Ineligible patients, including emergency presentations, inpatient admissions and attendance to specialist clinics appointments
- Manage enquires and troubleshoot issues related to billing, invoicing, receipting and reconciliation for private and compensable patients
- Follow up on the Aged Debtor Balance Report (Debtor Days Report 30, 60, 90+ day), to ensure that all short payments, rejections and corrections are actioned promptly
- Coordination of financial activities associated with MBS and public clinics, including confirmation of Medicare eligibility
- Other duties as directed consistent with the employee's skill level and classification

Quality

- Work with the Team Leader – Patient Liaison and Finance Manager Operations, providing recommendations for improvements and following through with those recommendations
- Instigate and participate in process improvement initiatives
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- In coordination with the Team Leader, Patient Liaison, identify opportunities for automation amongst existing manual processes
- Engage in processes to identify best practice, facilitating efficient processes to be developed

Customer Service

- Ensure excellence in customer service at all times
- Build and maintain effective relationships with relevant external stakeholders
- Support the education of key internal stakeholders regarding the business requirement for departments/ clinics
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled

Teamwork

- Ensure appropriate and prompt response to all billing and invoicing enquiries from the billing team
- Assist in the induction and training of new staff according to documented procedures and work practices
- Demonstrate active team member participation to ensure ongoing excellence in service delivery and team work
- Work closely with admissions, patient billing, and health fund liaison staff to ensure a smooth and accurate private patient election process
- Work with ward and unit staff to integrate private patient conversations into existing admission and bedside processes without disrupting clinical care
- Provide feedback and insights to management on conversion trends, barriers, and opportunities identified through day-to-day patient interactions
- Support and coach clinical and administrative colleagues on the private patient election process, including how to appropriately convert or refer patients for a conversation
- Contribute as a team member to achieving departmental or hospital-wide private patient conversion targets

QUALIFICATIONS AND EXPERIENCE

Essential

- Demonstrated experience using computer applications, including Microsoft Office products, Electronic Medical Records and Billing Systems
- Understanding of Medicare billing guidelines and requirements, private patient billing and private health funds
- Previous experience in public healthcare sector in a Patient Liaison or Revenue Services setting

Desirable

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Demonstrated understanding of private and compensable patient revenue generation activities within a healthcare setting
- Understanding of Medicare billing guidelines and requirements, private patient billing and private health funds
- Structured approach to tasks, organises and prioritises work and meets deadlines
- Demonstrated ability to work autonomously
- Possess, demonstrate and apply effective communication and interpersonal skills
- Flexible approach to work demands - balancing sometimes competing and conflicting priorities
- Proactive approach to process improvement and problem resolution

- Ability to work and contribute in a team setting as well as building strong relationships with stakeholders
- Ability to identify issues and seek appropriate resolution
- Demonstrated experience in providing advice using established and standardised procedures.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards

- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

August 2026