

Medical Secretary Position Description



Our Mission

To provide a quality specialist surgical and medical practice for people with breast disease and especially for patients with cancer.

Our Values

1. A safe and caring environment for patients, staff and doctors
2. A team approach to service delivery
3. Active participation in research and learning
4. Respect for patients' dignity, privacy and well-being
5. Partnering with other professionals and organisations of high standing

Southern Breast Oncology is committed to a sensitive and expert approach to all patients with breast problems and values continuous quality improvement. We have been managing breast disease and in particular breast cancer for many years and have extensive networks with dedicated practitioners in diagnosis, treatment, pathology and support. These networks extend to both the private and public sectors.

The environment is welcoming with a strong focus on patient care and amenity.

www.sboncology.com.au

Medical Secretary

Position Summary

Position Title	Medical Secretary
Contract Status	Part time to Full time (varying from 0.2 to 1 FTE by agreement)
Main Location	5 Chester Street, Bentleigh East 3165
Remuneration	Commensurate with experience and based on HPSSA levels
Award	Health Professionals and Support Services Award 2010, Level 5 to Level 7
Reports to	Business Manager

The Medical Secretary position assists the Doctors and patients, which includes answering phones, greeting patients and visitors. Scheduling appointments; processing payments in Electronic Medical Records (EMR) systems; organising external imaging and pathology appointments; restocking and ordering clinical supplies; developing insured and uninsured surgical quotes, booking and processing related billing.

The Medical Secretary exhibits well developed organisational, communication and computer literacy skills, excellent attention to detail and has a strong customer service and patient focus.

The position is based at our main practice at 5 Chester Street, Bentleigh East and may be occasionally required at satellite and affiliated practices. The working day is a 8-hour working day including a 24-minute meal break, the start and finishing times are rostered generally between 8:30am and 6pm.

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Main duties / responsibilities

Entry level staff

- Answer phone calls promptly and courteously
- Greet patients, Doctors and other callers at reception and attend to their questions and amenity
- Assist in person and by phone in the patient appointment processes
- Receive and respond or convey messages in writing, verbally and electronically in a timely manner
- Open, process and distribute incoming mail
- Follow and improve procedures for medical communications and process delivery via electronic and postal methods
- Scheduling patient appointments for external consultation and investigations as requested by Doctors
- Ensure clinical results are available as required
- Ensure billing for Visiting Specialists is processed
- Assist in processing daily banking, petty cash and till float
- Monitor, order and restock stationery and clinical supplies
- Typing patient reports, letters and correspondence as requested by Associates

Typical staff (level 5 and 6), all of the above and;

- Prepare surgery quotes
- Organise surgery bookings, liaise with anaesthetists, hospitals and assistant surgeons
- Liaise with private health funds
- Prepare and communicate consulting session lists and operation lists
- Process Medicare, DVA and Eclipse billing, rejections and reconciliations
- Process Medical and Oncology billing and banking for Associates
- Ensure daily banking, petty cash and till float are prepared and balanced
- Ensure outstanding patient accounts are monitored
- Support and assist entry level staff

Experienced staff (level 7), all of the above and;

- Support and assist less experienced staff
- Assist in financial and operational management where delegated

All staff

- Contribute equitably to maintaining the cleanliness and ambience of the practice
- Other duties as required under reasonable direction from Associates and management

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Autonomy

Works under general direction within a framework of accountability. Exercises substantial personal and professional responsibility. Collectively plans work tasks with colleagues to meet given objectives.

Delegations

Financial: limits as defined in policy

Resourcing: Nil direct reports

Skills and experience

Qualifications

- Certificate qualification in a relevant field or equivalent experience
- Medical Terminology qualification or recent equivalent experience

Experience and knowledge

- Demonstrated experience is required with:
 - Electronic Medical Record systems
 - Medicare, DVA and Eclipse billing and receipting
 - Surgical quoting, booking, billing and receipting
- Working knowledge of Medicare and Private health insurance schemes
- Working understanding of relevant legislation including Health Records Act, Privacy Act, Workplace Health & Safety
- Capable of working semi autonomously, and prioritising own work within established policies, guidelines and procedures.
- Prior experience with Electronic Medical Record systems used in the practice is highly desirable

Skills

- Excellent literacy and numeracy skills are essential
- Well-developed administrative skills and problem-solving abilities
- Strong patient focus and customer service orientation
- Demonstrated ability to work in a team environment
- Advanced knowledge of Medical terminology
- Ability to deal with sensitive information and meet privacy expectations
- Empathic approach to patients who may be under stress

Performance goals

1. Courteous and prompt assistance to patients, doctors and fellow staff
2. Compliance with documented policy, processes and procedures
3. Accuracy of data input into EMR systems
4. Active participation in continuous quality improvement
5. Professional conduct is consistent with Southern Breast Oncology values
6. Be a valued member of the Southern Breast Oncology team