

Position Description

Position Title	Private Patient Liaison Officer
Position Number	30100936
Division	Finance and Resources
Department	Financial Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G2 L1 – G2 L5
Classification Code	HS2 – HS21
Reports to	Director – Financial Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Private Patient Liaison Officer supports patients and their representatives to make an informed choice about using private health insurance and ensures private, compensable and other relevant patient episodes are identified, documented and classified correctly. The role contributes to sustainable patient revenue by confirming eligibility and cover, completing required documentation, resolving issues and providing subject-matter support to admissions and billing teams.

Patient discussions must be clear, respectful and free from pressure. A patient's election does not alter their access to clinically appropriate care. Any non-clinical benefits, financial arrangements, costs and potential out-of-pocket expenses must be explained accurately so the patient or representative can provide informed financial consent.

Responsibilities and Accountabilities

Key Responsibilities

Patient liaison and election

- Identify patients who may be eligible to elect private status or who require classification as compensable, Department of Veterans' Affairs, Medicare ineligible or another funding category.
- Meet or contact patients, relatives, guardians or authorised representatives to explain admission options, rights and responsibilities in a clear and respectful manner.
- Explain the relevant financial arrangements, including Bendigo Health arrangements for eligible private admissions, and clearly distinguish these from clinical care or clinical priority.
- Confirm that the patient or representative understands the election being made and obtain informed financial consent and correctly completed, signed documentation.
- Where relevant, explain that access to a private consultant is subject to availability, clinical arrangements and the consultant holding an appropriate private practice arrangement with Bendigo Health.
- Respect a patient's right to choose or change their election in accordance with applicable requirements, and accurately record and communicate the outcome.

Eligibility, administration and billing support

- Contact private health insurers and other funding bodies to confirm eligibility, level of cover and any applicable conditions.
- Ensure admission, election, compensation and supporting documentation is complete, timely and stored in the appropriate system.
- Ensure accurate patient classification and promptly investigate or correct incomplete, inconsistent or rejected information.
- Follow up compensable patients and relevant third parties to obtain claim details, approvals and documentation.
- Provide subject-matter support to patient billing and accounts receivable staff, including resolving enquiries, rejections, short payments and classification issues.
- Support billing and recovery activity for private, compensable and Medicare ineligible patients within the role's delegated responsibilities.

- Maintain accurate records of patient contacts, elections, outcomes and follow-up actions.

Quality, compliance and improvement

- Apply relevant legislation, Department of Health requirements, Medicare rules, private health insurance arrangements and Bendigo Health policies and procedures.
- Maintain current patient and staff information relating to private and compensable patient processes.
- Undertake quality checks and audits of election, eligibility, classification and documentation processes and address identified gaps.
- Identify risks, recurring errors and barriers to appropriate patient election, and recommend practical improvements.
- Participate in system testing, process redesign, automation and implementation of legislative or funding changes.
- Escalate unresolved, sensitive or high-risk matters to the Private Billing Supervisor or relevant manager.

Education, teamwork and stakeholder relationships

- Work closely with admissions, ward and unit staff, patient billing and other teams to integrate patient liaison activities into admission and bedside processes without disrupting clinical care.
- Provide clear advice and timely responses to enquiries from patients, staff and external stakeholders.
- Develop and deliver education for admissions and relevant clinical and administrative staff on patient election, referral pathways, documentation and systems.
- Support the induction and coaching of new staff in documented procedures and work practices.
- Build effective relationships with Medicare, private health insurers, the Department of Veterans' Affairs, the Transport Accident Commission, WorkSafe and other relevant agencies.
- Act as a key operational contact for external agency updates and for testing or maintenance affecting private and compensable billing processes.

Reporting and performance

- Monitor private and compensable patient activity, conversion outcomes, documentation completion and revenue-related trends.
- Prepare accurate weekly and monthly reports for management and provide insight into barriers, risks and revenue improvement opportunities.
- Contribute to agreed team and organisational performance objectives while maintaining patient choice and informed consent.
- Perform other duties consistent with the role's classification, skills and experience, as directed

Key Selection Criteria

1. Demonstrated understanding of private and compensable patient revenue activities in a healthcare setting, including eligibility, election, documentation and billing requirements.

2. Strong patient-centred communication and interpersonal skills, including the ability to explain financial information clearly and sensitively to patients, families and representatives.
3. Demonstrated ability to deliver responsive customer service, manage enquiries and resolve issues using established procedures and sound judgement.
4. A structured and accurate approach to work, with the ability to organise priorities, meet deadlines and maintain complete records in a demanding environment.
5. Demonstrated ability to work autonomously and collaboratively with clinical, administrative, finance and external stakeholders.
6. Proactive problem-solving and continuous improvement capability, including identifying risks, recommending solutions and supporting change.
7. Strong digital capability, including Microsoft Office and experience with patient administration, billing, electronic medical record or financial systems.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.