



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

**Cardiology Administration Referrals
Officer**

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

- Be a great place to work and a great place to receive care
- Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- Become a digital health service
- Strive for sustainability

The role of the Cardiology Administration Officer is to deliver a professional and caring customer focused service, often as the main point of contact and communication for patients and their families.

The Royal Melbourne Hospital (RMH) Cardiology Service provides a comprehensive suite of ambulatory care and inpatient services co-located at the City (Parkville) campus. Services include:

- The Department provides comprehensive care for patients with a wide range of cardiac conditions and is a leader in adult congenital cardiology, interventional procedures, cardiac genetics, arrhythmia management, teaching and research. Each year, the service treats approximately 4,500 inpatients, performs 2,700 cardiac catheterisation procedures, delivers 13,500 outpatient consultations and investigations, and supports 2,200 cardiac rehabilitation patients.

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.

Respect that the RMH is a smoke-free environment.

- Ensure patient confidentiality at all times
- Provide clear and concise communication with staff, patients and their carers
- Excellent patient care focus with a demonstrated ability to show a friendly, sensitive and professional approach when dealing with patients.
- Worklist checks and corrections
- Appointment text reminders
- New and Review scheduling appointment work queues
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Running EMR reports for attendances, FTAs and forward booking
- Patient appointment letters are generated and sent with appointment reminders sent by automatic text messaging
- Medicare Benefits Scheme (MBS) general knowledge of referral criteria and validity
- Identifying expired referrals, sending requests for referral replacements.
- Updating referral replacements.

- Billing of patient tests in Zedmed/PBRC ensuring data is transcribed accurately from referral
- Maintain patient information databases including IPM, EPIC, Filemaker, Zedmed
- Answer and respond to telephone enquiries. Relay messages in an effective manner. Send and receive faxes
- Demonstrated ability to work effectively as part of a team
- Manage and resolve any IT issues
- Ordering of office supplies and other special requests (FMIS)
- Participation in 'housekeeping' roster
- Any other duties as assigned by Cardiology Team Leader
- Participate and contribute to regular staff meetings
- Attend administrative support staff training
- General upkeep and tidiness of waiting room and offices
- Opening, closing and restructuring slots and clinics for Cardiology diagnostic tests
- Running EMR reports for clinics, attendances, FTAs and forward bookings
- Proficiency in processing of accurate patient billing for diagnostic tests performed in the Department ensuring Medicare compliance for relevant activities
- Reception duties for Outpatient Clinics (as required) and Cardiology Diagnostic testing (2 East)
- Administrative support for CNCs for clinic preparation – this includes Congenital Cardiac Service, Cardiomyopathy Service, AF Service, Cardiac Rehabilitation, TAVI Service, Structural Heart Service.
- To ensure all Cardiology diagnostic tests are booked in a timely, efficient and professional manner including Parkville Echo
- To ensure all Cardiology Outpatient Clinics are booked in a timely, efficient and professional manner
- To ensure all appointment slots are appropriately booked
- Attention to detail in data entry
- Confirmation of upcoming cardiology diagnostic test appointments
- Contacting patients regarding expired referrals.
- Regular maintenance of referral validity

Internal

- Director of Cardiology
- Deputy Director, Nursing & Operations - Cardiology
- Clinical Operations Manager
- Administration Team Leader
- Consultant Cardiologists and medical staff
- Cardiac Liaison nurses
- Cardiac physiologists
- Cardiology Diagnostic Admin team
- Other RMH staff
- Outpatient staff

- Patients/carers
- General Practitioners
- Referring doctors
- Other hospitals and relevant organisations

- Previous hospital experience
- Knowledge of medical terminology
- Sound keyboard skills and familiarity with Microsoft Office products.

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Strong patient focus and enthusiasm for working with patients and staff
- Concise written and verbal communication skills, including professional telephone manner
- Ability to prioritise work
- Demonstrated team player with ability to work effectively in a team
- MS office suite; EPIC; IPM; FMIS; Zedmed; Filemaker

Desirable:

- Understanding of Cardiology diagnostic environment

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Date _____