

Job Description

Job Title	Patient Accounts Officer
Department	Finance
Reports to	Financial Accountant
Date	October 2014

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The primary responsibility of the post holder is to ensure that all patient accounts assigned to them, are both billed and collected on a timely basis.

Key Responsibilities and Deliverables

The key responsibilities of the post holder will include, but are not limited to:

- Dealing effectively with patients and staff in regards to patient billing and cash collection and reconciliation.
- Collaborating with other departments to ensure that the billing and cash collection process is as streamlined as possible.
- Daily & weekly reconciling of patient accounts, identifying problems and communicating same to the relevant personnel.
- Preparing Key Performance Indicators (KPIs) reports, as and when required.
- Working with IT department to design and automate procedures for checking and reviewing billing within Beacon Hospital.
- Complying with departmental and hospital Policies and Guidelines.
- Participating in meetings as requested, and contribute to the on-going development of the department and hospital.
- Helping to create an environment that encourages teamwork, positive attitudes and high morale.
- Participating in other duties that may be assigned due to developing departmental requirements.

Information Technology

- Be competent in the use of the IT structure and processes which support the department.
- Be aware of IT specific requirements within the department, which must be adhered to so the Hospital is in compliance with The Data Protection Act.

- Participate in training for IT updates to enhance and maintain proficiency.

Health and Safety

- Be vigilant of the individual and departmental responsibilities to comply with The Health, Safety and Welfare at Work Act 2007 and the hospital's specific Health & Safety policy.
- Report any omissions.

Service quality/Accreditation

- Understand the importance of quality in relation to every day work and participate in quality system measures to ensure that services are provided at an agreed quality standard.
- Understand the importance of providing an excellent Customer Care Service to all patients, consultants and colleagues to uphold the mission, vision and values of the Hospital.
- Participate in performance productivity measures.

Confidentiality

- The dignity of all patients will be respected together with their absolute right to confidentiality.
- Workings of the Hospital or its patients will not be discussed with people outside the Hospital, save as appropriate in the course of work.
- Documents or property of the Hospital will not be removed from the Hospital without prior authorisation.
- Upon cessation of employment in the Hospital all property of the Hospital held by the employee will be surrendered to the Human Resource Department.

Person Specification

Qualifications	<ul style="list-style-type: none"> ▪ Leaving Certificate essential – a third level qualification is desirable. ▪ Knowledge of Microsoft Office and other related packages; ECDL an advantage.
Experience	<ul style="list-style-type: none"> ▪ At least 2 years previous work experience preferably in a Hospital environment.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> ▪ Must possess good decision-making ability, and a capacity for problem-solving. ▪ Must be capable of communicating effectively and courteously with a wide variety of departments and individuals, including hospital consultants, nursing staff, administration staff and hospital management. ▪ Must have a strong awareness of the need for confidentiality, discretion, precision, and a methodical approach in all matters. ▪ Must have the ability to maintain motivation - to get things done with attention to detail - within the constraints of a busy hospital. ▪ Must demonstrate an aptitude for computing, with good keyboard skills and ability to learn hospital systems and supporting IT Systems. ▪ A knowledge of general office procedures is essential.
Personal Competencies	<ul style="list-style-type: none"> ▪ All posts in Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager. ▪ Will be capable of playing an active part in the multi-disciplinary team. ▪ Have the ability to liaise successfully with all groups of staff. ▪ Be self motivated with a high capacity for responsibility and individual initiative. ▪ Demonstrate an ability to prioritise work and handle large volumes of activity. ▪ Must have an excellent level of English.

Important Note: *The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skills and aptitudes necessary to respond to a changing situation. The Hospital is at the developmental stage and therefore, the job description must be regarded as an outline of the major areas of accountability at the present time. In light of the changing needs of the Hospital this job description may be subject to review as the Hospital and post holder's role develops.*

Job Description received by employee: _____

Signature
Date

Name (Block Capitals)