

11 A'Beckett Road, Bunyip 3815

Phone: 03 5629 5111

EMAIL: [admin@bunyipmc.com.au](mailto:admin@bunyipmc.com.au)

WEBSITE: [www.bunyipmc.com.au](http://www.bunyipmc.com.au)

## BUNYIP MEDICAL CLINIC PRACTICE MANAGER – POSITION DESCRIPTION

### Financial

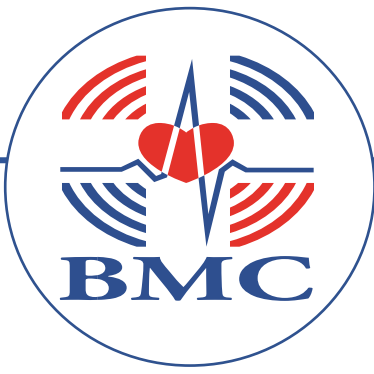
- Knowledge of MBS billing requirements for Medicare, DVA, Workcover and TAC.
- Private billing clinic (some bulk billing), billing for consumables, excisions, skin checks, some vaccinations, ECG, Medical Reports etc.
- Understanding of Government incentives and reporting platforms (i.e. PIP, WIP, PRODA)
- TYRO receipting and settlement.
- Debtors. (Reports and follow-up)
- Stock control and ordering.
- Collate timesheets for Reception, Nurses and Registrars for Accountant.

### Human Resources

- Meet regularly with Practice Principal to update and report.
- Staffing (doctors, nurses and reception) rosters
- Orientation for new staff.
- Coordinate staff Annual Leave and Personal Leave cover.
- Performance Reviews and management of Reception and Nursing staff.
- OH&S requirements in place and followed.
- Reception and Practice Nurses report to Practice Manager.
- Contracts and Job Descriptions for all staff as per their Award.
- Registrars report to GP Supervisors.

### Governing Bodies

- Communicate effectively with other medical organisations and personnel such as local hospitals, Aged Care Facilities, Specialists, pathology, radiology and allied health professionals.
- Liaising with educational organisations such as Gippsland PHN and South East Melbourne PHN and ensuring education and staff training is provided.
- Liaising with training organisations such as EVGPT, RACGP and RWAV in the recruitment and training of medical registrars and comply with all reporting requirements.
- Liaising with Government agencies (i.e. Medicare Services Australia, Department of Health Australia, Department of Health Victorian Government, AHPRA, Department of Veteran Affairs, TAC and Workcover for all legislation and obligations.
- Attend workshop, peer meetings, information sessions as required.



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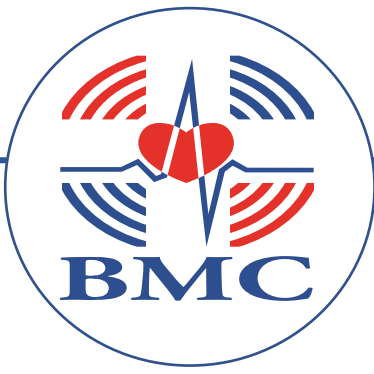
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## Clinic Operations & Systems

- Agenda and Minutes of clinic meetings.
- Coordinate any advertising as required.
- Coordinate the Accreditation of the clinic as per the RACGP 5th Edition Standards and ensure Policy & Procedures Manual complies with all Criterion as per Core, Quality Improvement and General Practice Standards.
- Complaints and Adverse Outcomes Register – how to deal with patient complaints, difficult patients and potential adverse incidents.
- Recalls and Reminders – maintain electronic recall and reminder systems using Health Engine.
- Oversee, order and coordinate COVID/Immunisation clinics including regular reporting and stock control.
- Oversee Reception re Appointment Reminders using HealthEngine.
- Oversee and maintain the Clinic Online booking system using HealthEngine.
- Manage the clinical/appointment software Best Practice – registering new users, allocating permission levels, appointment types, recalls, billing/batching, debtors, downloading/uploading results, reporting and audits.
- Maintain and process Quality Improvement, practice policies and procedures formulation and implementation to comply with accreditation requirements.
- Ensuring up-to-date compliance with latest advances in healthcare and technology.
- Communicate with tenants as directed by Practice Principal (Dorevitch Pathology, Podium, Podiatry, HearCare, Drouin Physiotherapy and Bunyip Dental).
- Organise meetings (either via ZOOM platform or face to face) with Pharmaceutical Reps dependent on doctor availability.

## IT Technology

- Work closely with external IT Provider (JOSE Health IT) and manage troubleshooting as required.
- Liaise with webpage designer (Focus IT Healthcare) to update information on clinic webpage.
- High level computer skills and troubleshooting skills.
- Maintain computer hardware and software in conjunction with suppliers. Schedule maintenance and upgrades of clinic equipment.
- Review equipment upgrades with Practice Principal and IT Provider (JOSE Health IT).
- Verify back up of data is completed each day and confirmation email received from IT.
- Manage telephone system messages and after-hours messages – escalate issues to Telephone Provider (Comsource)
- Confirm email and fax are transmitting and escalate any faults to IT Provider (JOSE Health IT).



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## **Patient Appointments, Communication and Records**

- Management of patient electronic records – receiving and sending as per signed requests.
- Maintaining confidentiality and privacy of patients as per Australian Privacy Principles (Privacy Act 1988).
- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
- Maintain appointment schedules.
- Oversee patient results downloaded electronically and or scanned.
- My Health Record – uploading and downloading.
- Check patient correspondence is scanned to doctor inbox for electronic signing and saved to My Health Records
- Check emails are allocated to doctor inbox for electronic signing and saved to patient file.
- Internal message system SPARK – problems and new users to JOSE Health IT.
- Automatic downloading of all clinical results to doctors inbox from external providers (Radiology, Pathology, Specialists, Allied Health providers) – each external provider uses different software.
- Sending of referrals and results using software used ARGUS (Telstra).

## **Personal Attributes**

- Excellent interpersonal and communication skills, both written and verbal.
- Ability to prioritise and organise, with attention to detail.
- Demonstrated commitment to ongoing professional development.
- Represent the practice in a confident and positive manner at all times.