

Harbour Cancer & Wellness Position Brief

Prepared by	CFO, Dave Anderson
Role	Patient Financial Coordinator
Contract	Permanent, Part time (0.6 FTE)(5 days per week)
Reports to	Finance Manager, Paula Macks
Direct Reports	Nil
Place of Work	Newmarket and/or Wairau Clinics + Option to work from home 1 day a week

About Harbour Cancer & Wellness

Harbour is a leading medical oncology and clinical haematology treatment centre committed to providing exceptional treatment to people affected by and surviving cancer. With an experienced, multi-disciplinary team, we support our patients through their whole cancer journey. At Harbour, we value innovation, holistic care and the best available diagnostic techniques, treatments and evidence-based wellness therapies.

About this role

This is a key role in the finance team. Working closely with the finance and clinical teams, this role liaises with patients and insurance providers to ensure the seamless, timely and considerate coordination and administration of our fee estimates. Patients should feel that they have been acknowledged in a friendly, courteous manner and that all that can be done for them has been done.

Key tasks

- Full responsibility for the fee estimate process including patient, specialist, and clinical team liaison, updating estimates and submitting to patients and insurers for prior approval.
- Manage and respond to inbound telephone calls for the finance team and forward to relevant staff when necessary
- Accurate note taking of patient and insurer communications in the Practice Management System, meeting legislative requirements
- Manage the accounts inbox and assignment/forwarding of emails to appropriate staff
- Leave cover for finance team members including debt collection, accounts payable processing, invoicing, bank reconciliations, payments and transfers.
- Oversee and approve estimates created by other team members prior to submission to insurers.
- Forward any required patient information to the relevant Specialist
- Assistance with month end tasks in the month end checklist

- Perform other duties and tasks, as requested by the Finance Manager or CFO from time to time, to maintain the smooth and effective service of the practice

Skills

- Demonstrating consistently respectful, timely, efficient, professional, friendly and appropriate communication in all interactions with all stakeholders including patients, referrers, visitors, consultants, , medical specialists and colleagues.
- Taking an empowering, patient-centred approach to all aspects of the role, which is professional, empathetic, friendly and culturally appropriate.
- Excel, Word, Teams and Outlook.
- Initiative, problem solving.
- Empathetic to patient circumstances.
- Accuracy, attention to detail.

About you

- Ability to streamline and document financial administration processes
- Experience with process and business improvements and the ability to contribute constructively to project groups
- Systems knowledge and experience
- Ability to build sound relationships with key stakeholders including patients and their support people, insurers, HCW's clinical, finance and administration teams.
- Ability to work independently as well as part of a team will lead to success
- Exhibiting a professional standard of dress and conduct at all times
- Ability to communicate financial information effectively.

Compliance

- Ensure we meet our legal obligations under the Health Information Privacy Code, Health and Safety at Work Act and the Code of Health and Disability Services Consumer Rights.