



# CANCER SPECIALISTS

The best care. Reclaiming your future.

## Position Description - Medical Secretary / Administration Assistant

At Cancer Specialists our aim is to deliver to our patients and their families the best personalised care throughout their cancer journey.

### Role Purpose:

To undertake administrative duties to support the efficient and effective management of Cancer Specialists. Promote a positive image of the practice to patients, support services and the public.

### Your Role:

**Title** Medical Secretary / Administration Assistant

**Reports to** Practice Manager

### Key Relationships

Patients  
Surgeons, Anaethetists and other specialist rooms  
General Practitioners  
Public and Private Hospitals  
Diagnostic Services  
Medical Suppliers / representatives  
IT personnel

### Location

Level 1, 766 Elizabeth Street Melbourne (Primary)  
Level 1, 84 Bridge Road, Richmond (Secondary)

### Shared Responsibilities:

- Uphold Cancer Specialists Vision, Mission and Values and seek ways in which to add value to the business
- Ensure the maintenance of a safe working environment for patients/clients, staff, contractors and visitors
- Compliance with Cancer Specialists formal delegation's framework of the business and in accordance with organisational policies, procedures and guidelines
- Collecting and managing patient's personal and medical information accurately and in accordance with privacy legislation, practice policy and values
- Develop and maintain effective and professional working relationship with colleagues
- Ensure Principals are well informed regularly about any operational issues, outcomes and achievement
- Building / room security
- Security shredding compliance
- Participate in staff meetings and team building sessions
- Participate in own professional development and regular performance and development plans.
- Participate in the business' brand trainings
- Participate in business' policy and procedure activities



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## Primary Responsibilities of Your Role:

- Co-ordinate and ensure smooth running of clinics in the absence of any staff member on leave (sick or annual) in Parkville or Richmond location.
- Support existing personal assistants with administrative tasks
- Provide Meet and Greet services to outside contractors as instructed in Parkville
- Answering and directing telephone calls incoming and outgoing efficiently and courteously
- Correct handling of patient enquiries
- Process and distribute incoming and outgoing mail for surgical associates
- Timely completion of tasks / workload
- Financial transactions – invoicing and receipting (cash, cheque and EFTPOS transactions) using Genie
- Financial transactions – anaesthetic / surgical billing via Eclipse for public and private patients.
- Ensure the correct and appropriate use of MBS item numbers when quoting and billing
- Follow up & collect pre-payment and deposits prior to patient surgery date
- Follow up of Aged Debtors for Cancer Specialists
- Follow up of Exceptions within Eclipse and HIC on-line for Cancer Specialists
- Making patient appointments for consultations in rooms and for diagnostic imaging services where instructed.
- Responsibility for actioning any change as required with your position description

## Secondary Responsibilities:

- Describe correspondence management