

POSITION DESCRIPTION

Position Title:	Patient Administration System (PAS) Analyst
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 – Level 1 to Level 5 (HS3 to HS25); Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Patient Administration Manager
Direct Reports:	N/A
Date Prepared/Updated:	1 February 2026

Position Purpose

As a member of the Digital Health Patient Administration System (PAS) Team, this role is focused on expanding the Western Health Electronic Medical Record (EMR) footprint to the New Footscray Hospital Project. The Digital Health PAS Analyst will be responsible for key project deliverables associated with the New Footscray Hospital Project. Additionally, this role may involve participation in various New Footscray Digital Programs, EMR initiatives, and potential future projects.

The Patient Administration System (PAS) Team is responsible for the following functions/applications:

Oracle modules:

- Scheduling (both outpatients and surgery)
 - Appointment Types, Templates, Resources
- Registration (both outpatients and emergency)
 - Conversations, worklist, work items
- Patient Portal
- Correspondence Module

Other Applications:

- iPM
- Miya Access and Flow
- Patient Journey Boards
- Bing (EasyPost)
- Enlighten (QMS)
- Activity Barcoding
- Birthing Outcomes System (BOS)
- Primaxis Dr Notes
- ProVation
- ScanCare
- Codefocus CI

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The Patient Administration System (PAS) Team is also responsible for all statutory reports (VINAH, VPDC, VEMD, ANZICS, ANZNN, BDM, MCH and others) ensuring systems can capture the data required to be reported.

Working closely with the Digital Health Operations team and key stakeholders within Western Health, the Patient Administration Team will be responsible for all Patient Administration related incident and problem resolution, evaluation and completion of change requests, completion of training for patient administration staff as required and testing and release of new patient administration functionality.

This team will also work close with the patient administration staff to ensure key changes and improvements are communicated via the Digital Health communication channels and continue to expand the current superuser population within the patient administration area.

It is intended that the number of functionality and Patient Administration applications will increase over time, and it is expected that this team will be responsible support of the new functionalities and Patient Administration applications as they are added.

Western Health has gone live with the following modules as part of phase 2.1:

- Firstnet
- Surginet
- Maternity (Womens' and Childrens')
- Critical Care
- Ambulatory
- Mobility
- PMOffice (Registration)
- Scheduling Appointment Book

Within these modules, there will be the addition of the following functionality:

- Tracking Boards
- Future Orders
- Patient Portal
- Outpatient and Theatre Scheduling
- Referral Management
- Registration Conversations
- Consumable Management in Surgery
- Preference Cards
- Oncology Regimens
- P2 Sentinel
- Correspondence
- Statutory Reporting
- Powerchart Touch
- Camera Capture

The WH Digital Health portfolio already consisted of the following applications:

- Powerchart
- Clinical Documentation
- Medication Management
- Orders Management (Pathology/Radiology/Referrals)

Non-Oracle Cerner Applications:

- Allscripts BOSSNet

Business Unit Overview

Our workforce of over 13,000 employees are driven by our values of 'Compassion, Accountability, Respect, Excellence and Safety' (CARES). We value our people and provide them the opportunity to grow and develop. Our teams are friendly and supportive, ensuring we deliver a safe, person-centred and connected patient experience.

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The Western Health (WH) services comprise of four acute public hospitals: Footscray Hospital, Sunshine Hospital (including Joan Kirner Women's and Children's), Williamstown Hospital and Bacchus Marsh & Melton Hospital. We also operate Sunbury Day Hospital, Hazeldean, Grant Lodge Residential Aged Care, as well as community health centres in Melton, Caroline Springs and Bacchus Marsh and a range of community-based services. We care for a diverse community of more than 1 million people with complex care needs ranging from Neonates to Geriatric.

The Western Health Digital Health Department manages the organisations clinical applications including the Electronic Medical Record (EMR). The EMR Phase 2.1 project, the largest digital health project ever implemented by the organisation went live on the 9th July 2023. This phase greatly expanded the functionality across Oncology, Women's and Children's, Emergency Department, Outpatient Services, Perioperative and Intensive Care, giving clinicians' easier access to information across the whole patient journey.

The Digital Health Capital Infrastructure team focuses on delivering complete, well-integrated solutions that deliver safe and effective patient care, reduced clinical risk and streamlined workflows providing staff and patient satisfaction and most importantly, Best Care for patients. This includes the exciting digital expansion associated with Western Health's considerable capital development growth ensuring families receive outstanding patient care closer to home.

A key project lead by the Digital Health Capital Infrastructure Team is the Bacchus Marsh and Melton (BMM) Transition Project supports the voluntary amalgamation of Western Health with Bacchus Marsh and Melton, and will see the alignment of 27 clinical applications and greatly expand the digital footprint at BMM by extending the Western Health EMR to BMM, ensuring continuity and ongoing delivery of high-quality care to the growing community in Melbourne's west.

Other notable Western Health capital projects include, but not limited to:

- Mental Health Transition - The Victorian Government announced the Mental Health Beds Expansion Project delivering 52 acute mental health beds at Sunshine Hospital
- New Footscray Hospital - The Victorian Government is investing up to \$1.5 billion to deliver a new 504 bed Footscray Hospital, the largest health infrastructure investment in the state.
- Point Cook Community Hospital - The Victorian Government is committed to building a new Point Cook Community Hospital proving a range of day hospital and primary healthcare services.
- Melton Hospital – The Victorian Government has committed more than \$900 million to deliver a new Melton Hospital, which will transform Melbourne's booming outer west.

Key Responsibilities

- Maintain the EMR Scheduling and Registration workflows, including build and configuration
- Maintain iPM workflows, including build, configuration and user account management.
- Maintain, provide support for all applications managed by the Patient Administrative Team
- Maintain statutory reporting requirements
- Liaise with business areas to discuss requirements for current and new builds within PAS related applications
- Register and maintain new clinics on the Health Collect Portal with the Department of Health
- Work closely with the Performance Unit Data Assurance Team on statutory reporting system changes to meet July 1 changes
- Maintain an expert level knowledge of the Digital Health Applications and of all workflows relevant to PAS including statutory reporting
- Consult with key stakeholders on mandatory reporting requirements, including VINAH, VEMD, VPDC, and any other operational reports required.
- Work with end users to collect, evaluate and drive change requests following Change Management processes. Build and validate changes and assist with training and communication to end users of system enhancements
- Establish processes to ensure that the data entered by all staff related to PAS Applications is consistently at a high level of quality
- Identify, manage and escalate as required, any risks and issues identified or changes required to

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the PAS applications, associated functions or processes

- Work with the required stakeholders, the Digital Health team and management to understand reporting needs and develop report specifications that align with existing data availability and reporting capability
- Lead workshops with relevant staff to develop solutions to issues and to demonstrate PAS Application enhancements
- Ensure that all Digital Health documentation relevant to the role (such as workflows, and catalogues) are kept up to date and maintained
- Consult and engage with local Oracle (Cerner) sites and other sites utilising the same PAS applications to keep informed of improvement opportunities that could be applied at WH as well as to socialise product requirements and enhancements to ensure best practice is adopted locally
- Provide advice to, and collaborate with, members of the relevant stakeholders' teams and Digital Health Management teams to specify, prioritise, assess and document user requirements and functionality for enhancements to PAS Applications.
- Participate in after-hours and on call support roster when required.
- Keep up to date with increased functionality delivered through code upgrades and Cerner solution enhancements
- Provide subject matter expertise in all aspects of the PAS functionalities across all applications
- Provide subject matter expertise to the project analysts involved in the design of future Digital health projects
- Participate in testing and validating workflows and functionality in Digital health Applications
- Keep accurate and complete records of your work activities in accordance with team policies.
- Source relevant information from work colleagues, user guides, specification documents, external user groups and any other valid sources to solve system issues.
- Solve complex system issues with limited information, using logic, reasoning and system understanding.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Digital Health Team
- Digital Technology Services (DTS) Team
- Performance Unit – Data Assurance Team
- WH Key stakeholders

External:

- Oracle Registration and Scheduling team
- Other Patient Administration Vendors
- Patient Administration Teams at other Hospitals and Health Services
- Other external application vendors as required

Selection Criteria

Essential:

- Demonstrated experience in a Digital Health setting.
- Demonstrated experience with Cerner Millennium or similar EMR system's modules and components
- Demonstrated experience with Cerner Millennium build tools, specifically around Scheduling and Registration build tool applications
- Demonstrated experience with iPM or similar PAS system's modules, components and configuration
- An understanding of clerical/administrative workflows in the inpatient, outpatient including community, emergency and theatre setting
- Knowledge and/or experience with hospital mandatory reporting requirements, including VINAH, VEMD, VPDC, ESIS. VAED

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- Ability to work both independently and in a complex team environment
- Ability to collaborate with external and internal stakeholders
- Ability to manage multiple tasks, work under pressure and deliver against tight deadlines
- Skills in prioritisation, problem solving, documentation, organization, decision-making, time management, and planning
- Well-developed written and verbal communication skills; able to communicate effectively with all levels of personnel within the organisation
- Ability to understand and navigate the conflicting needs of different groups
- A commitment to quality and excellence
- Strong analytical skills
- Ability to solve complex system issues with limited information, using logic, reasoning and system understanding.
- Ability to explain complex system concepts and limitations to decision makers who may lack a systems background
- Ability to justify a taken stance using logic and evidence
- Ability to understand and navigate the conflicting needs of different groups
- Experience in using Visio and Excel

Desirable:

- Current car driver license valid in the State of Victoria
- A basic understanding of clinical workflows in the inpatient and outpatient setting
- A degree or tertiary qualifications in Health, Business, Engineering, Science or Information Technology/Information Systems
- Demonstrated project and vendor management experience

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

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- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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