

# DOCTORS ON DEMAND

## JOB DESCRIPTION FOR PROVIDER SUPPORT OFFICER

### 1. DIVISION / DEPARTMENT SUMMARY

The Clinical Governance Team has been created to improve and centralise the management of Doctors who offer their clinical services through the Doctors on Demand (DoD) platform. The Provider Support Officer will support the Doctor Manager and the Provider Manager in supporting the delivery of quality and compliant clinical care by the Doctors on Demand providers. This includes recruiting, vetting, educating and overseeing clinical quality and patient satisfaction.

### 2. Position Profile

<b>JOB TITLE</b>	<b>Provider Support Officer</b>
<b>BUSINESS UNIT/DIVISION</b>	<b>Doctor on Demand</b>
<b>LOCATION</b>	<b>Brisbane</b>
<b>Full-time/Part-time</b>	<b>Full-time</b>
<b>THIS ROLE REPORTS TO</b>	<b>Doctor Manager</b>

### 3. KEY ACCOUNTABILITIES / TASKS

- Working with the Doctor Manager and Provider Manager to assist in the recruitment, contracting, and onboarding of suitable practitioners to facilitate a fast start in their use of the DoD telehealth platform and the MediRecords Practice Management System (PMS)

- Maintaining register of provider's professional indemnity insurance and AHPRA registration and ensure all rostered providers have current insurance and registration.
- Managing provider information and keeping all details up to date by inputting relevant data where necessary and auditing regularly
- Applying for eRX IDs for new providers
- Creating templates for each newly created provider in our Practice Management Software, MediRecords
- Providing assistance to providers for administrative matters
- Monitoring dashboards relative to the provider network data and communicate success metrics.
- Monitoring of results, scripts etc to assist with ensuring compliance regulations are adhered to
- Supporting the Doctor Manager and Provider Manager with the Accreditation process