

Mr Gerard Hayes
Secretary
Health Services Union NSW/ACT/Qld
Locked Bag 3
Australia Square NSW 1215
By email: secretary@hsu.asn.au

Our ref: H24/46665
27 June 2024

Patient Billing Standardisation Program

Dear Gerard,

I am writing to you regarding the upcoming implementation of the Patient Billing Standardisation Program (Program) and corresponding proposed workforce changes.

The contract for the current patient billing application (PBRC-AE) expired in late 2023. Reviews of the PBRC-AE system and process were undertaken which identified opportunities for NSW Health to improve its service delivery in this area. The Program seeks to provide a single patient billing system for all NSW Health which will also enable the standardisation of business practice across the state.

To facilitate the implementation of a single patient billing system, it is proposed that patient billing transactional functions and employees within Local Health Districts (LHDs) and Specialty Health Networks (SHNs) will be transitioned to HealthShare NSW (HSNSW) under a new staff structure.

The Program will establish a new Statewide Patient Billing Manager position responsible for central management of patient billing and the associated workforce in HealthShare NSW, as well as providing several new opportunities for existing staff.

The Program is currently approaching its Phase 2, which will look to transition patient billing functions and staff to HealthShare NSW commencing with Northern Sydney LHD and Central Coast LHD. We are commencing consultation with a proposed go live for later in the year or early 2025. It is expected that the Program will be rolled out statewide in tranches until late 2025. Training will be provided to regular and targeted users of the new system.

The workforce impacts of Phase 2, as well as the rollout of the new single patient billing system more broadly, will be developed and assessed in consultation with the HSU. In the leadup to both Phase 2 and subsequent onboarding, consultation with LHDs, SHNs and affected staff will occur. There will also be scheduled Union Specific Consultative Committee meetings.

I look forward to further consultation with the Health Services Union regarding the Patient Billing Standardisation Program and we will be in contact shortly to establish the consultative forum.

Should you have any enquiries regarding the Program, please contact Alice Murphy, Director Workplace Relations, MoH at alice.murphy@health.nsw.gov.au

Sincerely,

 27/6/24

Melissa Collins
A/Executive Director, Workplace Relations
Encl. Patient Billing QA - Program Info Sheet