



KING EDWARD VII's  
HOSPITAL

## King Edward VII's Hospital

### Job Description

### Inpatient Advisor

**Job Title:** Inpatient Advisor  
**Reports to:** Business Services Director  
**Department:** Patient Services/Contact Centre  
**Hours:** 37.5 hours

**Key working relationships:** Patients and Next of Kin, Consultants and their Practice Teams, Ward Teams, Finance and Admissions Teams, MDT, Contact Centre Team

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#### Job Summary:

The In-Patient Advisor plays a vital role within the patient services team, primarily focused on supporting individuals admitted to the hospital. As the main point of contact, the advisor assists patients who are admitted outside of standard working hours, experience extended stays, or require additional treatments. This role involves working closely with both clinical and administrative teams to ensure that all necessary arrangements - financial, logistical, and medical - are in place.

#### Key Responsibilities:

- Conduct regular reviews of in-patients (minimum twice daily) to identify patients who require additional administrative or financial support, ensuring all needs are promptly addressed.
- Work closely with clinical and non-clinical teams across the hospital to coordinate patient care and financial arrangements, ensuring smooth communication and efficient processes.
- Attend daily bed management and MDT meetings to stay updated on patient care and contribute to strategic decisions, enhancing overall patient management.

- Perform regular ward rounds to identify patients needing attention and ensure that action is taken, improving patient outcomes and satisfaction.
- Analyse patient requirements, including private medical insurance authorizations and financial packages to ensure all necessary arrangements are in place, avoiding delays in treatment or care.
- Engage with consultants, ward teams, finance, and admissions to create a comprehensive action plan for each patient, ensuring that care and financial arrangements are seamless.
- Meet with patients or next of kin (NOK) as appropriate to communicate and agree on necessary plans, ensuring all parties are informed and satisfied with the financial and care-related arrangements.
- Act as the primary point of contact for patient queries to resolve issues quickly and efficiently, ensuring a positive patient experience.
- Build relationships with consultants and their teams to ensure a streamlined process for supporting in-patient services, fostering a collaborative working environment.
- Develop strong connections with colleagues across the hospital to address and rectify patient issues efficiently, ensuring a high standard of care and service.
- Support Contact Centre colleagues with daily tasks to ensure the department runs smoothly and patient inquiries are handled effectively.
- Contribute to ad hoc projects to support the commercial team and the broader hospital goals, ensuring the hospital continues to meet its strategic objectives.

**Role Requirements:**

- Possess excellent communication and interpersonal skills to effectively interact with patients, next of kin, consultants, and hospital staff, ensuring clear and supportive communication throughout the patient's journey.
- Demonstrate strong problem-solving abilities to quickly address and resolve any patient concerns or logistical challenges, ensuring seamless care and a positive patient experience.
- Have a solid understanding of hospital administrative processes and financial arrangements to manage patient inquiries related to insurance, payments, and other financial matters, ensuring accurate and timely solutions.
- Be highly organized with strong attention to detail to keep track of patient care plans, financial authorisations, and daily tasks, ensuring no critical details are missed.
- Show the ability to work both independently and as part of a multidisciplinary team to effectively contribute to patient care and hospital operations, ensuring collaborative and efficient outcomes.

- Maintain a compassionate and patient-centred approach to providing emotional and administrative support to patients and families, ensuring a comforting and empathetic hospital experience.
- Proficiency with healthcare management software and general IT systems to manage patient records and coordinate with various departments, ensuring smooth data handling and communication.
- Previous experience in a healthcare or patient-facing role to bring an understanding of patient care dynamics and hospital operations, ensuring an informed and capable approach to patient management.

<b>Criteria</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Previous experience working in a healthcare or patient-facing role.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in private healthcare or hospital settings.</li> <li>• Familiarity with private medical insurance (PMI) processes and patient financial management.</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Strong organisational and multitasking skills with high attention to detail.</li> <li>• Effective problem-solving abilities to handle patient and administrative challenges.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience handling patient-related financial inquiries and authorizations.</li> <li>• Knowledge of multidisciplinary team (MDT) meeting protocols and patient care planning.</li> </ul>
<b>Communication:</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills to interact with patients, families, and hospital staff.</li> <li>• Ability to clearly explain complex administrative and financial matters to patients and next of kin.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to build strong relationships with consultants, practice teams, and other hospital departments.</li> </ul>
<b>Collaboration:</b>	<ul style="list-style-type: none"> <li>• Proven ability to work both independently and as part of a multidisciplinary team to ensure seamless care and operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working within both clinical and non-clinical teams to coordinate patient care and financial support.</li> </ul>

<b>Technical Competence:</b>	<ul style="list-style-type: none"> <li>• Proficiency in using healthcare management software and general IT systems for managing patient records and coordinating with hospital departments.</li> </ul>	
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This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

**Confidentiality**

All information about patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff, and other Hospital service business by the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality about manual or computer data will result in disciplinary action being taken by the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

**Risk Management**

You have a responsibility for the identification of all risks which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff, and visitors, and for the taking of positive action to eliminate or reduce these.

**Equal Opportunities**

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives, and staff, are treated equally in line with the Hospital's Equal Opportunities Policy.