

Job Description

Job Title: Patients Advisor

Department: Contact Centre

Reports To: Contact Centre Manager

Role Summary

Working as an integral part of the patient facing Appointments and Enquiries team in the Contact Centre, our Patient Advisors are responsible for supporting our patients in selecting and booking initial consultations with our leading Consultants, being a primary point of contact for patients seeking treatment at KEVII and arranging and providing information on the charges associated with the diagnostic services and treatments available.

Key Responsibilities Enquiry Handling

- Support patients enquiring about the services and treatments available at the hospital and help them choose the right consultant specialist, or service to meet their needs.
- Where available book convenient appointments with the appropriate specialist or connect the patient to the relevant medical secretary
- Demonstrate empathy and understanding of sensitive medical information and always protect the patient confidentiality.
- Build relationships with the Consultants and their practice teams to enable a seamless process to arrange appointments and to handover of patient information
- Answering telephone, email, online, and in-person enquiries promptly and professionally.
- Providing accurate and clear information about hospital services, doctors, treatments, pricing, and insurance. Accurately document all interactions in the hospital's CRM/enquiry system.
- Assist with enquires made through our dedicated referral service for GP's and Referrals

Pricing and Admission Service

- Organise and provide individual patient facing documentation setting out details of procedure(s) requested and associated costs in timely and efficient manner
- Develop strong relationships with consultants and their practice teams to ensure that patient pricing requests are dealt with efficiently and expediently
- Explain admission related queries, hospital policies, and billing details in a patient-friendly manner. Ensuring all communication is consistent with hospital guidelines and up to date.

- Ensure the secure collection of patient admission fees prior to scheduled admission, following hospital protocols and liaising with finance or admissions as necessary.

Market Intelligence Reporting

- Undertake a regular programme of market intelligence sourcing - providing feedback to Pricing manager, Heads of department and other Commercial team colleagues as appropriate

Ad Hoc Projects

- Provide support to ad-hoc projects and requirements as may be required to meet the needs of the Commercial Team and wider business

Skills, Competencies & Behaviours Required

- The Patient Advisor will be expected to demonstrate the following skills, competencies and behaviours, Key Skills & Competencies
- Able to demonstrate skills in Sales & Customer service
- Effective listening skills, empathy and has a good level of Resilience
- Able to absorb and effectively explain technical information
- Is Analytical & Detail orientated
- Can Problem Solve & demonstrates Tenacity
- Organised & effective at Time Management
- Has great Oral and Written Communication
- Can work in Collaboration with others and shows great team spirit

Our Values Framework

- Professionalism, Quality, Respect, Safety, Teamwork

King Edward VII's Hospital values our diverse workforce and is committed to providing equal opportunities. We welcome everyone – all talents and backgrounds. Being a relatively small hospital in size enables all our staff to work as a tightly knit team. If you can see yourself as part of this team, and we have a vacancy that suits your skills, we look forward to hearing from you.