

Clinical Liaison, Patient Business Services Department at Aga Khan University Hospital

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Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Aga Khan University Hospitals in Karachi, Pakistan and Nairobi, Kenya are private, not-for-profit institutions providing high quality health care. The Main Hospitals serve as the principal sites for clinical training for the University's Medical Colleges and Schools of Nursing and Midwifery in Pakistan and East Africa. Our Vision of Aga Khan University Hospital, Nairobi is to be the premier, tertiary, teaching and referral health care facility in sub-Saharan Africa. For over fifty years, Aga Khan University Hospital, Nairobi (AKUH) has been taking care of families in East Africa. As a private, not-for-profit hospital, we strive to provide access to quality healthcare to all who need it. At AKUH, patients are our first priority. Our team of medical professionals, faculty and staff are here to provide you and your loved ones with the highest standards of healthcare. We are committed to working together to ensure that you and your family receive outstanding medical services, first-rate facilities and compassionate care. The Aga Khan University Hospital, Nairobi has set the standard for comprehensive healthcare and modern medical education in East Africa. Our dedicated staff, advanced facilities and state-of-the-art technologies have earned the hospital great reputation as a leading medical institution and teaching hospital in the region, and beyond. Patients benefit from our unique team-based approach to care, which enables you to benefit from the diverse expertise of our entire team of medical professionals. As the teaching hospital for Aga Khan University's Medical College and School of Nursing and Midwifery, we practice an evidence-based approach to

medicine, driven by the cutting-edge research conducted by our experienced faculty members. Our approach to care is guided by our core principles of Quality, Access, Impact and Relevance.â€‹

Job Purpose:

The purpose of this position is mitigation of the financial risk that may arise from the outlined nature of admissions while maintaining patient care standards and safeguarding the organization's reputation.

The job holder will be responsible for advising the Finance function on all the clinical matters that relate to patients flagged as emergency/non-transferable/ long stay cases to aid in financial decisions on the anticipated stay and medical bill. The Clinical Liaison will also work closely with clinical teams and other parties within the hospital to hold meetings with families and advise them on clinical guidelines impacting on the patient, to make informed financial decisions pertaining to the stay of the patient.

Key responsibilities

Risk Management:

Advise finance on risky scheduled cases prior to admission

Provide a second medical opinion on flagged cases to finance

Monitor non-transferable admissions with financial difficulties to determine when they become transferable

Represent finance on the Long Stay committee comprised of the clinical leadership and finance

Provide recommendations regarding care plans for flagged cases

Carry out clinical resolutions to completion

Process Management

Prepare, implement, and review procedures and policies for handling flagged cases within finance while incorporating the clinical considerations

Prepare and present periodic reports on the clinical status and care management of flagged cases

Always ensure availability of feedback to stakeholders

Care Management

Review medical files for all cases flagged by finance to establish suitability of medical recommendations affecting discharge

Highlight and investigate flagged cases with the potential for financial risk arising from medical recommendations, and advise finance and the long stay committee

Update finance on progress and care plan flagged cases

Ensure timely preparation of documents for flagged cases by respective clinicians

Ensure accurate and timely communication between clinicians and patients regarding patient costs and clinical guidelines

Referrals Management

Create relationships with other hospitals in Kenya and region for ease of transfer

Liaise with other hospitals to source appropriate beds and acceptance for flagged patients

Arrange for transportation of flagged patients from AKUHN to receiving hospital

Ensure handover of the transferred patient at the receiving hospital

Qualifications and skills required:

Bachelor of Medicine and Bachelor of Surgery or equivalent Bachelor's degree in a clinical area

Master's degree in Health Management will be an added advantage

Licence from Kenya Medical Practitioners and Dentists' Council or its equivalent, based on area of specialization

Atleast 3 years of clinical experience in an acute care setting

Experience in handling/ dealing with clinicians at all levels of seniority

Demonstrable expert knowledge and skills in area of responsibility.

Demonstrates leadership and management skills.

Displays professionalism in all areas of work.

Effective communicator at both operational and interpersonal settings

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