

Practice Manager

FLSA STATUS: Exempt

PRIMARY FUNCTION: Administer, direct and coordinates activities relating to the operation of the medical office including financial key operational performance measures, scheduling, front and clinical operations and staffing, facility maintenance and inventory management, charge posting and other administrative tasks.

SUPERVISORY RESPONSIBILITIES: Exercises supervision over the training, performance and evaluation of the complete office staff including receptionists, medical assistants, scribes and lab technicians.

ESSENTIAL FUNCTIONS OF THE JOB: *(This list may not include all of the duties that may be assigned.)*

1. Ensure staffing levels to maintain efficiency of office operations
2. Completes annual employee evaluations, manages new hires and staff development
3. Promotes Core Values and a constructive, productive, and positive work environment
4. Creates weekly employee schedules and delegates office responsibilities
5. Schedules, coordinates, and conducts monthly staff meetings to educate the staff on all new initiatives and policies
6. Actively participates in the evaluation and improvement of the patient care flow and work efficiency
7. Manages all medical equipment and supply inventory appropriately
8. Performs vaccine refrigeration monitoring and reporting
9. Manages vaccine storage and inventory as per regulatory and organizational policy
10. Manage needs of IT support services and technology equipment for office operations
11. Coordinates facility repairs and support services along with routine cleaning maintenance
12. Maintains the clinical area in accordance with AAAHC standards and infection control program
13. Manages overall patient experience using AIDET Promotes and provides great customer service to patients and families and supervises that the staff also provides a high level customer service
14. Demonstrates the knowledge and understanding of office budget and goals
15. Manages DME requirements along with regulatory form requirements.
16. Maintains clinician scheduling templates
17. Manages all front office operations including patient greeting, appointment scheduling, check-in, check-out, patient tracking, copay collections, patient balances
18. Schedules appointments according to office scheduling policies
19. Greets patients and visitors in a prompt, courteous and helpful manner
20. Manages effective communication for all staff and clinicians via e-mail and routine meetings
21. Identifies, analyzes, and solves problems
22. Manages efficient patient flow
23. Manages and resolves staff conflicts diplomatically and professionally
24. Strives to achieve the goals set by the office budget

INTERPERSONAL AND COMMUNICATION SKILLS

1. Is tactful, diplomatic, cooperative and shares information with others
2. Communicates via e-mail in a timely and effective manner
3. Assists the manager with calls from patients, hospitals and other doctor's offices.
4. Communicates well with the local management team and supports all providers and staff.

Education: High School Diploma or equivalent. Associates or Bachelor's degree desired.

Licensure: LVN or Certified Medical Assistant preferred but not required.
Active CPR certification required.

Experience: Minimum of 2 years of management in a medical office setting.
Knowledge of computer and medical terminology desired.