



Practice Manager

DATE: February 24, 2022

ORGANIZATION: Arlington Dermatology

REPORTS TO: Matthew Livingood, MD & Ellinor Coyne, MD

STATUS: Exempt

JOB SUMMARY:

Responsible for personnel management and oversight of clinic operations. Responsible for the enforcement of clinic policies and procedures. Responsible for human resource issues, including payroll, pension plans, and employee benefit plans. Responsible for the oversight of the billing operations. Responsible for managing the daily operations of the office.

I. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Personnel Development and Supervision

- Assists in Management of daily operations of Clinic. Open mail and distribute. Stay current on cancellation lists, appointment backlog, physician time off, patient schedule changes. Organize office and business meetings and create agendas.
- Supervises hiring/firing, orientation, scheduling, performance evaluations, disciplinary actions, and compliance with Clinic policies and procedures.
- Supervise, assess, and direct the activities of individual staff members.
- Hold staff accountable for successful job performance and work behavior.
- Supervise and enforce policies with compassion to ensure that each person is treated fairly, equitably and with respect.
- Use a supervisory style which encourages and reinforces employee growth and development.
- Model professional, proactive, and positive behavior. Be a model for attendance and punctuality.
- Effectively orient staff to policies/procedures for the Clinic and to what is expected on the job.
- Respond to questions from the staff within 24 hours.
- Complete and review employee evaluations with individuals.
- Identify and address training needs and use of outside resources and/or appropriate Clinic staff.
- Daily scheduling of staff to meet department needs.
- Monitor and control expenditures, overtime, and staffing levels.
- Work with staff to investigate and problem solve employee issues related to policies and procedures.
- Respond to compliments and concerns from patients and staff in a timely manner and document clearly.



Financial Responsibilities:

Accounting:

- Pay bills, produce payroll, prepare and pay taxes, prepare refunds to payers and patients.
- Timely approval and payment of invoices (ensure invoices/statements align).
- Collaborate with accountant to create monthly reports
- Monitor individual MD revenue, compliance with CMS, MIPPS, Meaningful use, etc

Billing, Claims and Accounts receivable:

- Oversight of the external billing process and direct communication with external billing team
- Monitor A/R, active claims, and claim denials
- Ensure staff collect deductibles, co-pays and co-insurance from those with an outstanding balance, or those patients with high deductibles or healthcare savings plans.
- Review and oversee monthly external billing invoices
- Oversight of daily transactions on credit card processor and EMR
- Make sure scheduling staff know which payers the practice does not contract with. Re-negotiate contracts periodically. Credential care providers with all payers.
- Work with biller and accountant to run monthly reports for physician and practice production and aged accounts receivable

Communications:

- Establish effective working relationships with staff, patients, providers, customers, vendors, managers / administrator and staff in administrative and support departments.
- Share information that helps others do their jobs.
- Produce written reports in a timely manner with complete information, proper English, and professional appearance.
- Use communications tools (written documents, voice mail, email, verbal dialogue) appropriate to any given situation.
- Establish positive relationships with staff
- Communicate at meetings in a clear, concise, relevant manner. Openly share objectives, priorities and requests for assistance.
- Communicate to MDs regularly.
- Other projects and duties as assigned by the owners



Problem Solving:

- Identify and report problems within the Clinic to the owners in a timely manner.
- Respond to compliments and concerns from patients and staff in a timely manner and document clearly.
- Apply problem-solving techniques fully. Evaluate problems completely before proposing solutions and presenting acceptable alternatives. Implement solutions in a timely manner.

Risk Management/QA/Security

- Assessment and process resolution of compliance and regulatory issues
- HIPPA, OSHA, coding audits and education
- Maintain adequate and safe environment to ensure compliance with state and federal regulations – equipment in working order
- Keep apprised of standards and changes in industry
- Make sure all clinic staff are current on licenses.
- Alert malpractice carrier to any potential liability issues immediately
- Oversight of office security system

II. CORE ACCOUNTABILITIES

Teamwork

Establish & maintain solid work relationships, through communication, cooperation, and positive interaction with all employees, staff and physicians.

- Approachability – build rapport by making the effort to be cooperative and adaptive, put others at ease, and support co-workers.
- Listening – practice active listening; display patience when listening to the views of others, and discuss differing opinions with an open mind.
- Excellent employee relations including conflict resolution, excellent communication skills, discern and maintain confidentiality,
- Dealing with ambiguity and change – avoid getting upset when things are ambiguous. Remain flexible and view new tasks or situations as opportunities.
- Problem Solving – work with others to prevent problems & find a solution when issues arise.



Customer & Patient Service

Exhibit professional behavior while being caring and compassionate.

- Customer Focus – dedicated to meeting the expectations of internal and external customers. Demonstrate sensitivity, empathy, concern and respect for others. Act with the patient in mind, gain trust and respect by building and maintaining effective relationships.
- Problem Solving - seek to solve the patient’s problem or provide adequate resolution. Compromise when appropriate.
- Maintain confidentiality – in accordance with the Clinic and HIPAA regulations.

Effective Use of Resources

Maximize the Clinic’s resources while minimizing waste and controlling expenses. This includes the effective use of work time and supplies, working safely, following established work practices, and seeking ways to improve operations.

- Productivity - increase throughput and minimize waste of time and materials.
- Improvement – recommend procedures that reduce costs and streamline operations while improving quality.
- Maintain neat, clean and professional work area.
- Resolve equipment and facility maintenance issues.
- Shop for, negotiate, recommend, and maintain relationships with various vendors
- Supervise advertising and marketing. Liaise with digital marketing team and research digital and print marketing opportunities. Oversee website and social media content
- Ordering and expense Management: Shop for, negotiate, recommend suppliers for medical and cosmetic consumables, office supplies, kitchen supplies, printed forms, business insurance, and malpractice insurance as well as services such as CPAs, lawyers, benefit administrators, medical waste disposal, shredding service, liquid nitrogen distributor. Designate some of the aforementioned tasks when appropriate.
- Oversee medical and cosmetic inventory

Initiative

- Self motivated and contribute to new ideas.
- Improvements – initiate improvements and apply new methods of working to help the Clinic achieve goals.
- Learning on the go – develop an action plan when facing new problems, and be open to change. Experiment to find new solutions to problems. Seek to find the underlying root cause of problems to prevent future occurrences.
- Seek additional work to help co-workers, acquire additional skills, and promote efficiency.



III. SUPERVISORY RESPONSIBILITIES

Responsible for supervising Medical Assistants, Front Desk staff

IV. EDUCATION AND SKILLS

- Minimum 2-3 years supervisory experience in a medical office setting
- Knowledge of clinic operational areas.
- Strong leadership skills.
- Strong interpersonal and problem solving skills, and the ability to confront and address issues with staff.
- Apple utilization and software skills preferred.
- Ability to assess performance of employees.
- Ability to select, train, and develop qualified staff.
- Must be familiar with HR employment law, record keeping, and confidentiality fundamentals.
- Solid knowledge of medical practice and functions,
- Effective financial planning and reporting,
- Comprehend and communicate details of contracts,
- Work as part of team, plan and prioritize work.
- Stay current in Healthcare: Attend continuing education sessions via face-to-face conferences, webinars, podcasts and online classes. Maintain memberships in professional organizations. Participate in relevant Facebook groups and listservs.

Job Type: Full-time

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance
- Retirement Benefits (planned)

Schedule: Monday to Friday

Experience:

- Practice Managers & Administrators: 1 year (Preferred)
- Management: 1 year (Preferred)
- Work Location: One location