



Job Description

Job Title:	Medical/Dental Office Manager	Date:	February 2011
Reports To:	Medical Operations Manager/Dental Operations Manager	Rev.:	1/30/13
Department:	Medical/Dental	FLSA:	Exempt

SUMMARY:

The Office Manager oversees patient flow and the daily operations of the medical/dental office. This position requires knowledge and experience in all facets of medical business office management. Accurate data entry, attention to detail and customer service skills are required.

DUTIES & RESPONSIBILITIES

1. Supervises staff and oversees daily office operations.
 - a. Establishes staff schedules, allocation of staff, and assures effective patient care.
 - b. Trains and rotates office staff through various office duties to ensure cross-coverage in all job areas.
 - c. Assesses staff performance. Completes a 30, 60, 90 day review on all new hires and annual review on established employees.
 - d. Oversees daily deposits and ensures batch reports/encounters are sent to the Finance Department accurately, and timely (Bank Deposits Naples Only).
 - e. Conducts office staff meetings regularly.
 - f. Monitors Kronos on a daily basis, adding any edits, request for leave within 24 hours and limiting overtime. All Kronos time should be approved within HR protocol.
 - g. Oversees inventory and ordering of office supplies.
 - h. Works with Finance to approve pending invoices in a timely manner.
 - i. Verifies all timesheets for salaried employees are sent to Human Resources by Friday payroll week.

Ensures All Staff:

1. Answers telephone in a timely and polite manner, preferably within three rings.
2. Routinely demonstrates superior customer service skills.
3. Communicates with customers in a courteous, professional, cooperative and mature manner.

Job Description – Medical/Dental Office Manager

4. Recognizes and responds appropriately to violent/abusive situations, bomb threats, fire and emergency situations.
5. Accurately takes messages and conveys information to recipient.
6. Transfers call to physicians and clinical staff when medically indicated.
7. Protects patient confidentiality per policies and procedures.
8. Observes and practices confidentiality policies and procedures.
9. Scans information into Electronic Health Record.
10. Assures batches are sent on time and correct (medical and encounter batches).
11. Categorizes, dates and labels loose medical documents.
12. Accurately imports financial documents into patient's Electronic Health Record.
13. Demonstrates the ability to collect medical office charges, post charges to patient accounts and accurately manage cash drawer.
14. Accurately enters procedure codes with correct diagnosis.
15. Runs error reports and makes corrections as needed, twice daily.
16. Accurately reconciles charges for the day.
17. Accurately prepares daily deposits.
18. Correctly prepares daily batch reports/encounters for Finance Department.
19. Investigates and accounts for missing encounter forms.
20. Runs open encounter report daily.

Ensures:

2. Performs Environment of Care functions.
 - a. Oversees and maintains a safe environment for employees, patients and visitors.
 - b. Assures that all emergency equipment, such as fire extinguishers and emergency lights are properly maintained.
 - c. Completes work/repair orders in a timely manner.
 - d. Submits fire extinguisher and emergency logs on a monthly basis (off-sites).
 - e. Performs quarterly safety/emergency drills.
 - f. Completes and submits quarterly safety drill reports.
 - g. Coordinates and prepares office and staff for potential weather related disasters.
 - a. Communicates with corporate office for current updates and maintains an open line of communication with staff.
 - b. Updates and distributes phone tree of site employees, including Healthcare Network hotline.
 - c. Prints schedules one week ahead and coordinates appointment cancellations as needed.
 - d. Follows company Hurricane/Tornado policies and procedures.
3. Management of medical record requests from outside sources.
 - a. Follows company policy and procedures for medical record release of information.
 - b. Forward court order request for information to Healthcare Network Privacy Officer. Follows Privacy Officer's instructions on these requests.
 - c. Assures desktop of all staff are within 72 hour compliance timeline.

Job Description – Medical/Dental Office Manager

4. Works with Senior Management to develop, implement, and monitor effective programs.
 5. Assures staff meet deadlines on projects assigned i.e. annual training, health requirements.
 6. Attends manager meetings.
 7. Performs other duties as needed.
 8. Translates as necessary.
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QUALIFICATIONS

- Education/Training Level
 - High School Diploma.
 - Minimum of 2 years of medical/dental office experience.
 - Prior supervisory experience or completion of a management training program.
 - CPT& ICD-9 coding knowledge required.
 - Communication Skills
 - Bilingual preferred.
 - Ability to effectively interact with physicians, patients and other staff members.
 - Strong verbal and written communication.
 - Technology Skills
 - Demonstrates knowledge of proper, safe, efficient usage of current office equipment/software.
 - Utilizes Electronic Health Record and Practice Management program effectively.
 - Microsoft Office Software knowledge preferred.
 - Utilizes time Keeper application effectively.
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NATURE OF WORK

- Job duties require exercise of discretion in selecting from established alternatives to situations which arise on the job. Employee is expected to exercise discretion within an established range, and consult management when established alternatives are not available.
- Verbal and written communication skills are required to convey and explain factual information. Those receiving the information may be emotional or uncooperative. Management may not be readily available, requiring the employee to resolve the conflict or diffuse tension.
- May be required to perform the duties of other employees, including supervisors/managers, in their absence.

Job Description – Medical/Dental Office Manager

- May be required to perform duties and responsibilities not listed in this description, on a temporary or long-term basis.
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WORKING CONDITIONS AND ENVIRONMENT

- Duties are performed in a generally comfortable environment.
 - Ability to sit and stand for prolonged periods of time.
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DISCLAIMER

The duties and responsibilities, qualifications, physical conditions and other statements contained herein represent the current general nature of the job described, and are subject to change at any time, with or without notice. This job description does not limit in any way the assignments that may be given to an employee in the job, and employees are expected to perform any and all duties assigned by their supervisor willingly and without reservation.

Job Description – Medical/Dental Office Manager



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Job Specifications

PHYSICAL REQUIREMENTS:

- Ability to perform repetitive tasks
- Ability to walk the equivalent of ___2___ miles per day
- Ability to reach above shoulder level
- Ability to hear tape recorded transcriptions
- Ability to distinguish colors
- Ability to adapt to shift work
- High degree of manual dexterity
- Moderate degree of manual dexterity
- Ability to work with chemicals and detergents
- Ability to tolerate exposure to extreme cold
- Ability to tolerate exposure to extreme heat
- Ability to tolerate exposure to dust and/or fumes
- Ability to grip
- High degree of physical flexibility
- Ability to bend a knee
- Ability to sit for periods of time
- Ability to crawl
- Ability to climb stairs or ladder
- Ability to push/pull a cart weighing 25 pounds
- Ability to stand for long periods of time
- Ability to lift 40 pounds
- Ability to lift 25 pounds
- Ability to squat
- Ability to perform CPR

MENTAL AND EMOTIONAL REQUIREMENTS:

- Ability to cope with a high level of stress
- Ability to make fast decisions under high pressure
- Ability to cope with the anger/fear/hostility of others in a calm manner
- Ability to manage altercations
- Ability to concentrate
- High degree of flexibility
- Ability to cope with confrontation
- Ability to handle multiple priorities in a stressful situation
- Ability to assist with problem resolution
- Ability to work alone
- Ability to demonstrate a high degree of patience
- Ability to adapt to shift work
- Ability to work in areas that are close and crowded

FOR NURSING/PATIENT CARE JOBS - CHECK AGE(S) OF PATIENT SERVED:

- Infant (0 to 31 days)
- Child (1 month to 14 years)
- Adolescent (15 to 17 years)
- Adult (18 to 64 years)
- Geriatrics (65 years and above)
- All age groups (birth and above) - depending on unit hired

HOURS OF WORK:

- Days, accepts flexible schedule to meet department needs.
- Evenings, accepts flexible schedule to meet department needs.
- Nights, accepts flexible schedule to meet department needs.
- Variable shifts, as scheduled.

Job Description – Medical/Dental Office Manager



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Job Description and Job Accommodation Requests

The Americans with Disabilities Act (ADA) and its amendments ensures that individuals with a disability (as defined in the Act) have the right to work if they can perform the essential duties of the position for which they are hired, with or without reasonable accommodations. Healthcare Network of Southwest Florida (Healthcare Network) is committed to providing reasonable accommodation for employees with disabilities when an employee identifies a need and requests accommodation. It is recognized that employees may acquire a physical or mental disability at any time during their employment. Employees can request accommodations under the ADA at any time during their employment. Those seeking detailed information on employee rights and procedures for requesting accommodations, should review company policy or speak to the Human Resources Director.

Additionally, the Healthcare Network is committed to the delivery of quality health care to all patients. This commitment extends to situations where an employee's personal cultural values, ethics and religious beliefs may conflict with patient care procedures or treatments. When the commitment to patient care delivery conflicts with an employee's values, ethics, and/or beliefs, the conflict must be resolved in such a way that patient care is not negatively affected.

Individuals requesting job accommodations should meet with a Human Resources representative to obtain request forms and submit their request.

Please review your job description carefully and Healthcare Network Policy above regarding accommodations under the ADA, before completing this form.

I have read and understand the job description of the position for which I am being employed. I have had the opportunity to have any questions answered.

Check one:

I **do not believe** I need any accommodations to perform my job under the Americans with Disabilities Act and am willing and able to perform those duties without accommodation.

I **do believe** I require an accommodation due to disability/disabilities, and I request an accommodation under the ADA.

Check one:

I **do not believe** I have a personal conflict with the duties of my position and am willing and able to perform those duties. I do not request accommodations for personal conflict.

I **do believe** I have a personal conflict with participating in an aspect of patient care and request an accommodation due to personal reasons.

Employee Name (PLEASE PRINT)

Job Title

Employee Signature

Date

Human Resources Representative

Date