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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Medical Practice Manager

**Reports To:** Practice Administrator

**Supervises:** Practice Staff

**Job Summary:** Manages and coordinates all day to day management of the personnel and operations that support the delivery of comprehensive health care services in a manner that most satisfies patients and promotes financial stability.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Ensures the achievement of NCQA, ACO, Meaningful Use quality measures and other clinical quality improvement initiatives
* Promotes continuous quality improvement in patient services and practice workflow
* Manages and coordinates all aspects of patient registration, scheduling, insurance verification and reception
* Tracks access to care
* Ensures compliance with standard, Coastal Medical, OSHA and HIPAA policies and requirements
* Establishes and implements short and long range organizational goals, objectives, policies and operating procedures
* Monitors and evaluates operational effectiveness and implements changes required for improvement
* Oversees the supervision of personnel including: work allocation, training and problem resolution
* Evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance
* Recruiting, interviewing, hiring, and on-boarding new staff
* Develops procedures and trains staff on new policies
* Develops and monitors office budgets, monitors resource utilization and initiates purchase requests
* Communicates new information and policies to the practices and assists and guides implementation
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience**

* Bachelor’s Degree required
* 3 – 5 years of Office Manager experience in a medical setting preferred
* Equivalent combination of education and experience directly related to the duties and responsibilities specified may be accepted

**Knowledge, Skills and Ability**

* Skills in examining and re-engineering operations and procedures, formulating policy and developing and implementing new strategies and procedures
* Skilled in utilizing data to identify areas for improvement
* Knowledge of professional clinical intake assessment and patient triage protocols and procedures
* Knowledge of Medical Office procedures, billing/reimbursement terminology, and lab/testing procedures
* Strong interpersonal and communication skills
* Strong technical skills including experience with Microsoft Office products and an electronic health record
* Ability to foster a cooperative work environment and resolve conflict when necessary
* Knowledge of staff hiring and on-boarding procedures
* Ability to supervise and train employees including organizing, prioritizing and scheduling work assignments
* Ability to communicate effectively both orally and in writing
* Employee development and performance management skills
* Skilled in organizing resources and establishing priorities
* Knowledge of budgeting, cost estimating and fiscal management principles and procedures
* Ability to develop and maintain record keeping systems and procedures
* Ability to foster a team approach

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate personal computers and standard office machines and equipment as it pertains to one’s position

**Visual Acuity, Hearing and Speaking**

* To transfer information from paper to computer, from computer to computer, and to communicate in person and on the telephone

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*October 2020*