

BROWN SURGICAL ASSOCIATES

POSITION DESCRIPTION

Job Title: Clinical Office Manager	Dept. Code: 200	OSHA: II
Department: Clinical	Salary Range: See levels	Original Date: 5/01/00
Immediate Supervisor: Director of Clinical Operations & Quality Management	Division: All clinical offices	Last Reviewed: 10/16/2017,11/20/17, 10/4/19, 2/25/20

GENERAL SUMMARY:

Functions as the Clinical Office Manager to Brown Surgical Associates with primary accountability to the Director of Clinical Operations and to the President of Brown Surgical Associates. Primary duty is to facilitate the equable flow of all patient care in the clinical offices. Supervises all clinical support staff to ensure maximum standards in the daily operations of clinical sessions are met. Responsible for the training of all staff in the use of the electronic health record and practice management system. Expert handling of all patient issues and ensuring patient confidentiality are mandatory.

ESSENTIAL FUNCTIONS:

1. Oversight of Clinical Office Support Staff:
 - Plans, directs and coordinates functions of all BSA clinical office support staff.
 - Interviews, selects, trains, and supervises all clinical office support staff.
 - Organizes, prioritizes, and assigns duties to all clinical office support staff to ensure proper coverage throughout the day.
 - Develops practice evaluations and performance standards for all clinical office support staff.
 - Conducts performance reviews for clinical office support staff under manager's supervision.
 - Coordinates orientation at work site of all new clinical office support staff.
 - Monitors clinical staff hours worked, sick days, tardiness, vacation days, and holidays.
 - Ensure education and staff compliance with BSA Policies and Procedures
 - Assist with the monitoring and supervision of transcription staff to ensure quality, data integrity and productivity
 - Ensures compliance with OSHA and HIPAA policy requirements and standards
 - Lead staff meetings to ensure communication flow between leadership and the employees
2. Ensure Office Functions:
 - Oversees and approves ordering of all office supplies in the clinical office.
 - Coordinates installation, maintenance, moving and repair of equipment and other clinical office-related problems with various vendors.
 - Coordinates with the various cleaning services to maintain the condition of the clinical offices
 - Acts as a liaison with the Director of Clinical Operations to coordinate information exchange.
 - Coordinates between BSA and other departments of Lifespan to initiate services and resolve problems for the clinical offices.
3. Responsibility to Director, Clinical Operations and Quality Management:

BROWN SURGICAL ASSOCIATES

POSITION DESCRIPTION

- Advises the Director of Clinical Operations regarding any proposed policy changes as well as potential or existing problems within the Foundation.
 - Recommends and implements action plans to alleviate potential or existing problems in the clinical office.
 - Responsible for conducting routine employee and patient satisfaction surveys and developing after action plans for areas of improvement identified
 - Participates in departmental meetings as assigned
 - Develops strategies for containing/allocating costs in the clinical offices and implements these strategies.
 - Performs other duties as assigned by the Director of Clinical Operations or as the position requires.
4. Electronic Health Record:
- Responsible for providing training, support and implementation services to the providers and support staff on the EMR systems: Medstreaming and eClinicalWorks based on system used at specific office location.
 - Oversee Meaningful Use Dashboards for Medstreaming and eClinicalWorks to ensure compliance and organizational readiness by identifying and resolving compliance issues
 - Identify and provide analysis of EHR problem areas and make recommendations and changes as needed.
 - Works collaboratively with IT troubleshooting issues

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

- Bachelor's degree in Business Management, or the equivalent.
- Three to five years of managerial experience in a medical practice office.
- Proficient in Microsoft Office Suite.
- Medical software/billing/electronic medical records and/or clinical applications background required.
- Ability to represent the organization and serve consumers in a professional manner and promote a positive image of the organization and its services.
- Excellent interpersonal skills demonstrating an ability to communicate and negotiate patient care, electronic health record and practice improvement initiatives with physician and non-physician staff.