

Rockbridge Area Hospice Job Description

Practice Manager	
Approved by: Executive Director	11/14/22
Revision:	

POSITION

Practice Manager

PRIMARY PURPOSE AND JOB FUNCTION

The Practice Manager is responsible for managing the day-to-day operations of the medical practice. Serves as a liaison between medical practice and other Rockbridge Area Hospice (RAH) functions. Exercises independent judgment and discretion, makes administrative decisions and acts based on the knowledge and scope of the position, organization and its policies, procedures, and personnel. Provides back up to general office manager.

ORGANIZATIONAL RELATIONSHIPS

Reports to the Director of Finance & Administration for organizational issues, reports to Medical Director for practice related tasks

ESSENTIAL JOB FUNCTIONS

- Managing the day-to-day operations of the practice.
- Greet patients who enter the facilities with warmth.
- Assist/Interact with patient arrival and basic appointment setup and preparation – may include basic vitals and blood draws.
- Address any patient concerns or complaints.
- Organize and maintain patient records using electronic medical records.
- Answer and make phone calls.
- Monitor inventory and place orders for resupply (office and medical).
- Negotiate with service providers, suppliers, and medical sales representatives.
- Coordinate scheduling for medical providers.
- Assist with billing and collections as needed.
- Assist with reconciliation of accounts as needed.
- Write lab orders.
- Submit authorizations.
- Work as a team to ensure the practice runs effectively and meets objectives
- Assist with additional office management coverage and tasks as needed.

QUALIFICATIONS/KNOWLEDGE/SKILLS/ABILITIES:

- High school graduate

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- Two (2) years of college education preferred.
- CMA/LPN certification
- 3 – 5 years in an administrative/support capacity in a health care setting.
- Excellent customer service with a client focus.
- Computer literacy: familiarity with Electronic Medical Record systems, Office 365 and Windows based software applications including but not limited to Outlook, Word, Excel, MSTeams
- Ability to handle a variety of tasks and responsibilities at any given time and be flexible to changes brought about by refocused priorities.
- Knowledge of basic bookkeeping, organizational policies, procedures, and systems.
- Ability to operate and perform basic troubleshooting of standard office equipment (copier, fax, personal computer, printer, etc.)
- Ability to prioritize and organize projects effectively.
- Capable of quick and effective problem solving.
- Uses independent judgment, prioritizes, and demonstrates decision making skills. Able to seek assistance and guidance from others when necessary.
- Displays excellent written and verbal communication skills.

I have received a copy of, and read, my Job Description. I understand the information contained in the Job Description. I further understand that this Job Description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality. The Job Description is intended to be an accurate reflection of the principal job elements essential for making fair decisions.

Practice Manager

Executive Director

Date

Date