



Position Title: Medical Office Manager
Manager Position: Area Office Manager

Result Statement:

To oversee and manage all activities within his or her assigned office, ensure proper treatment and communication of providers and clinical staff, and work to achieve Carousel's mission of dignified, quality Full-Circle healthcare for all children.

Reporting Positions: These positions report directly to you and are accountable for producing the indicated results:

- **Lead Medical Assistant:** To effectively manage and delegate your clinical team's roles and responsibilities, ensure the clinical floor flows properly, and insist that all patients receive dignified, quality Full-Circle healthcare.
- **Lead Medical Receptionist:** To effectively manage front desk activities, ensure team members always follow correct protocol for checking patients in and out, welcome the patient to Carousel with a smile, and treat people with compassion and dignity.
- **Medical Records Clerk:** To organize, store, and maintain patient health information in compliance with HIPAA guidelines and ensure all patients receive dignified, quality Full-Circle healthcare.

Strategic Work Responsibilities:

1. _____ Commit to and inspire fellow team members to commit to Carousel's mission of dignified Full-Circle healthcare for all children.
2. _____ Promote a positive work environment in which team members willingly serve each other and refuse to tolerate unacceptable treatment of others.
3. _____ Coordinate with providers to maintain orderly and efficient workflow in the office.
4. _____ Enforce all Carousel policies, procedures, and conduct guidelines
5. _____ Lead pre-shift huddles.
6. _____ Coordinate with Area Office Manager to request approval for staffing needs.
7. _____ Coordinate potential staffing needs for other services within the office.

8. _____ Communicate updates, news, and reminders regularly with team members via email, during pre-shift huddles, or other team meetings.
9. _____ Monitor employee morale and resolve issues before problems arise.
10. _____ Coordinate with Carousel Management to improve office efficiency.
11. _____ Communicate policy changes, updates, news, etc. to team members in a timely fashion.
12. _____ Ensure office is HIPAA compliant.
13. _____ Manage optimal office workflow by inquiries to staff, observation, and coordination of daily workflow with supervisor/lead MA.
14. _____ Manage all staffing within the office including physician coverage.
15. _____ Conduct interviews with team leads for staffing purposes.
16. _____ Coordinate ongoing staff training in customer service, personal growth, and technical skills, etc.
17. _____ Train all team members to provide world-class customer service to all patients and families.
18. _____ Resolve conflicts among team members.
19. _____ Resolve patient complaints as quickly as possible and document resolution on patient complaint spreadsheet.
20. _____ Take necessary disciplinary measures.
21. _____ Monitor and follow-up on VFC reports, fire-extinguisher reports, and sharps container change out log.

Tactical Work Responsibilities:

1. _____ Assist with issues involving the medical office during office hours and outside of office hours via phone.
2. _____ Complete and reconcile bank deposits.
3. _____ Process mail and forward open accounts to accounts payable, billing department, insurance.
4. _____ Walk the office and front desk areas regularly.
5. _____ Review the Lead MA's corrections, and complete monthly reports to include CPL, VFC, and DSHS Lab.

6. ____ Report employee labs to the billing office as needed.
7. ____ Keep ongoing list of improvement suggestions.
8. ____ Inspect exam rooms, waiting rooms, office space for improvements and cleanliness.
9. ____ Create help tickets for IT and maintenance requests.
10. ____ Document patient complaints and resolutions.
11. ____ Document provider and clinical staff complaints and resolutions.
12. ____ Review and maintain medical, office, and coffee supplies inventory and make purchase requests.
13. ____ Update and maintain provider schedules and templates in Medisoft.
14. ____ Purchase and maintain prescription pad inventory.
15. ____ Follow up on accounts payable with accounting department.
16. ____ Monitor and coordinate staff attendance and assignments.
17. ____ Assist billing department with claims and billing questions and corrections.
18. ____ Complete Daily Charge Balance Sheet and forward to the billing office on a daily basis via United States Postal Service.
19. ____ Maintain local employee HR files.
20. ____ Review staff timesheets and monitor weekly to prevent unnecessary overtime.
21. ____ Approve/deny paid time off requests and send originals to HR.
22. ____ Assign office work schedules and solve or coordinate to solve short-staffing problems in a timely manner. Fill-in as needed.
23. ____ Submit weekly reports to Area Office Manager.
24. ____ Conduct and submit performance reports to Area Office Manager.
25. ____ Submit performance evaluations as needed (performed with leads).
26. ____ Approve payment plans and forward a copy to the billing office.
27. ____ Fill front office duties (including charge entry) as needed.
28. ____ Maintain small bills for change at all times and forward receipts to accounting monthly.
29. ____ Take deposits to the bank twice per week.

30. _____ Maintain petty cash for minor office expenses.
31. _____ Provide employee status change to HR.
32. _____ Complete incident forms as needed.
33. _____ Hold monthly staff meetings.
34. _____ Send/request inactive charts to/from off-site storage facility.
35. _____ All other duties as assigned.

Company-wide Standards

1. _____ All OSHA, HIPAA, and other government regulations will be followed.
2. _____ All work will be performed according to company policies, procedures, and standards inherent in all position contracts, employee handbooks, and ongoing policy changes. The information included in these documents is proprietary.
3. _____ You will hold all team members to a high standard of performance.
4. _____ All duties will be performed diligently and efficiently.
5. _____ Carousel will be a safe, fun workplace in which every team member is valued, respected, and given an opportunity to fulfill their aspirations.
6. _____ Employees will be committed to living out Carousel's mission and be proud to come to work everyday.
7. _____ World-class customer service standards will be performed at all times.
8. _____ A smile and cheerful attitude will be part of your uniform.
9. _____ Employee dress code including name badges above the waist will be worn at all times
10. _____ You will take responsibility for keeping the appearance of the offices clean and organized. Facilities problems will be addressed immediately.
11. _____ Attendance, punctuality, and other employee policies as recorded in the employee handbook will be adhered to.
12. _____ Company email only will be read twice a day and responded to within 24 hours.
13. _____ Legal and company policy violations will be reported to your manager.
14. _____ Other assigned duties will be performed without complaint.

Position Specific Standards

1. ____ Each patient will receive quality healthcare and be treated with dignity and compassion.
2. ____ Weekly reports will be submitted to Director of Operations prior to end of business on Monday.
3. ____ Monthly reports will be submitted to the Director of Operations prior to the end of business on the last working day of the month.
4. ____ Hiring guidelines will be followed when interviewing potential employees.
5. ____ Methods for making the providers more efficient will be pursued.
6. ____ Patient complaints will be resolved and documented as soon as possible.
7. ____ Employee termination guidelines will be followed when it becomes necessary to relieve an employee of his/her position.
8. ____ All pertinent information will be shared during pre-shift huddles.
9. ____ Will report to work 15 minutes before shift starts.
10. ____ Lifting, bending, spending long hours on your feet, and dealing with unruly children will be expected.
11. ____ Will have a high risk of exposure to bloodborne pathogens

Office Manager Agreement

Because you oversee all interactions within the medical office, you have the most impact on assuring that all clinical staff appropriately perform their duties. Your attitude is contagious, and your ability to maintain high standards of patient care is vital to Carousel achieving its mission of providing dignified, Full-Circle health care for all children.

By signing below, you are accepting the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this position contract.

Print Name _____ Signature _____ Date _____

Area Office Manager Agreement

As your manager, I agree to provide a working environment, necessary resources, regular feedback, and appropriate training to enable the accountabilities of this position to be accomplished.

Print Manager Name _____ Manager Signature _____ Date _____