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Podiatric Office Manager Job Description
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The medical world does not only work because of healthcare professionals. There are some roles that are less “medical” in nature and more “administrative” which are as important as any other healthcare position. Medical office managers are responsible for the administrative end of a medical practice. From greeting patients to assisting with some medical procedures, medical office managers do it all!

As an added bonus, according to the Bureau of Labor Statistics (bls.gov) jobs in the healthcare industry are among the recession proof jobs. A medical office manager is one of those jobs. While the doctors and nurses are busy with taking care of patients, the medical office manager oversees the business side of the operations in order to ensure the steady workflow and uninterrupted service. This position is a crucial part of the organization, especially as the complexity of medical-practice business operation increases.

As an extremely demanding position, the job of a medical office manager is riddled with challenges. There is just so much to do in a day in order to keep the medical facility running!

Job Description

A medical office manager, also known as healthcare office manager, is someone who is in charge of the overall business operations, whether in a large facility, clinic or medical office. In a group practice, a medical office manager oversees an administrative staff consisting of medical receptionists, billing and medical records technicians. In a smaller setting, a medical office manager would do all the work himself or may hire a temporary worker to cover for days off.

Educational Requirements

Specialized courses are not required to become a medical office manager. A person does not have to acquire a four-year college degree, although having one is a plus. For example, an associate's or bachelor's degree in business administration can help prepare a student in handling business operations. There are also courses offered at community and career colleges, as well as online schools. Since the environment requires an understanding of common procedures in a physician's office and the use of medical terminologies, it is advisable to take training classes that deal with their studies, including basic anatomy and basic clinical subjects. It is a requirement to know basic computer or data entry.

Licensing Examinations

A medical office manager does not have any licensing or certification requirements. There is a certification available, but it is not mandatory. The Professional Association of Health

Care Office Management (PAHCOM) is a voluntary examination a medical office manager can take. To qualify for this examination, the candidate should be a member of PAHCOM, must have at least three years of experience in the health care office administration and completed 12 college credits in business management. Visit pahcom.com for additional details.

Potential

The outlook is good for medical office managers, according to the Bureau of Labor and Statistics. As the older medical office managers retire, they need replacements. In a large facility, there is a medical office manager in each department. A medical assistant, medical receptionist and medical records technician can apply for a promotion to become a medical office manager.

Duties and Responsibilities

A medical office manager is responsible for hiring and training office staff. She also addresses staff issues and conducts regular performance reviews. She makes sure that the facility is clean. She oversees the selection of equipment used in the facility and ensures that it works properly. A medical office manager also supervises the selection and ordering of supplies and oversees the financial aspects of the business, such as billing, banking and accounting. Ensures that the staff uses the correct coding ICD9 or CPT codes. Medical office managers may use contractors and vendors for their services, such as billing agencies and accounting services. A medical office manager also makes sure educational pamphlets are readily available for patients. She oversees the development and implementation of a marketing practice while maintaining an appropriate office environment.

Primary Responsibilities

Responsible for the operations and administration side of a medical office. Ensures office is running smoothly by supervising office staff, hires, terminates, and trains employees, and oversees the billing portion of the office. Here are some examples of a medical office manager's job duties:

- Manage schedules of employees and oversee patients' appointments
- Take insurance information from patients and make verifications
- Supervise medical assistants, secretaries and front desk personnel
- Maintain medical records and perform filing duties
- Order medical and office supplies as they run low
- Manage insurance claims submissions in a timely manner
- Train and rotate office staff to ensure cross coverage
- Oversee daily deposits and financial statements
- Provide patients with billing information in case of invalid insurance
- Assess staff performance and ensure that performances are constantly meeting expectations and standards
- Verify timesheets for medical staff
- Provide patients with appropriate information regarding medical procedures
- Handle medical office accounts by performing light bookkeeping tasks
- Reconcile daily charges and handle any discrepancies immediately

- Educate patients about medical procedure and assist doctors with carrying out processes
- Ensure a safe environment for employees and patients alike
- Make sure that the office is clean and sanitized at all times
- Hire and train administrative and clerical staff to work in a medical environment
- Manage performance reviews on a predetermined basis
- Make equipment purchases such as x-ray machines and ultrasound apparatuses
- Handle conflicts and patients' concerns in a diplomatic manner
- Prepare employee payrolls and handle office correspondence
- Produce financial reports and budgets
- Handle medical data entry and processing requests
- Create educational materials for patients and families
- Last but not least Compliance officer for HIPAA, OSHA, and Medicare!