



Job Title: Medical Clinic Manager

Department: Administration

Immediate Supervisor Title: Director of Medical Services

Job Supervisory Responsibilities: Patient Service Representative, Nursing Staff

General Summary: An exempt management position dedicated to Four Rivers Community Health Center's mission and values. The Clinic Manager oversees daily clinic operations and is responsible for all aspects of the Front Desk operations including patient appointments, working with billing manager, and patient satisfaction. The Clinic Manager is also responsible for managing the providers, nursing and dental staff, and aiding with marketing and public relations opportunities

Essential Job Responsibilities:

Duties are:

- Provides direct supervision to Patient Service Representatives in the clinic. Responsible for hiring, training and evaluation of all front desk staff and nursing/dental staff. Responsible for coordinating PTO, approving time sheets and providing front desk coverage as needed.
- Responsible for coordinating with the Director of Medical Services and maintaining PTO, training, for providers. Ensuring scheduling coverage.
- Works collaboratively with Director of Medical Services to develop and implement scheduling template that ensures patient access and quality of care. Provides ongoing training to nurses, dental assistants, and front desk staff on medical/dental schedule and access.
- Serves as a resource for all front desk workflows. Works with Manager of Quality & Risk, Director of Medical Services and CFO to develop and implement workflows.
- Monitors patient satisfaction through suggestion cards and patient satisfaction surveys.
- Serves as a resource for EMR training and troubleshooting.
- Collaborates with clinical staff, providers and leadership on clinic operations and meeting stated objectives and goals of the organization.
- Works directly with Billing Office Manager with regards to patient balances, collections, payment plans.

- Works directly with Credentialing Specialist with regards to insurance credentialing.
- Ensures front desk staff are meeting HRSA guidelines and Four Rivers' policy with regards to sliding fee schedule, payment plans and collection of past due balances
- Works closely with the Quality Manager and Director of Medical Services as the clinical site lead for the Patient Centered Medical Home transformation and activities.
- Other duties as assigned.

Qualifications

- Clinical experience is highly desirable, but not required.
- The successful applicant must demonstrate high quality interpersonal relations, analytical and organizational skills.
- Willingness to learn and grow with the organization is pertinent.

Performance Requirements:

Knowledge:

1. Knowledge of medical practice protocols related to scheduling appointments and medical insurance.
2. Knowledge of computerized scheduling systems.
3. Knowledge of customer service principles and techniques.

Skills:

1. Skill in communicating effectively with physicians/clinicians about scheduling preferences.
2. Skill in maintaining master appointment schedule via manual or computerized means.
3. Skill in producing reports about appointment patterns as needed.
4. Skill in collaborating with and developing quality work environment for providers, nurses, front desk, and ancillary staff.

Abilities:

1. Ability to multitask effectively, dealing with phone calls, in-office patients, staff, and others pleasantly.
2. Ability to communicate calmly and clearly with patients about appointments in all circumstances including when they are ill or have an emergency.
3. Ability to analyze situations and respond appropriately.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Medical Office. Exposure to communicable disease and other conditions related to clinic setting.

Mental/Physical Requirements: Mostly sedentary with some standing, walking, reaching. Daily and repetitive data entry may cause nerve problems unless ergonomic techniques are used. Periodic stress from handling many calls and patient requests.

Employee's Signature

Date