

**Oconee Valley Healthcare
Assistant Medical Office Manager
Job Description**

JOB TITLE: Assistant Medical Office Manager
REPORTS TO: Medical Office Manager
SUPERVISES: Respective Medical Office Staff (excluding Providers)

DATE LAST REVISED: 03/03/2021

SUMMARY

The Assistant Medical Office Manager is a multi-faceted position where various skills are utilized to enable Oconee Valley Healthcare to carry out its daily work and business efficiently. This position requires the ability to adjust changes while maintaining maximum production levels. This position provides supervision and guidance for the office patient care team and is directly involved with one-on-one patient contact. This position also functions as an integral member of the patient care team in providing the highest quality of care to the patient.

RESPONSIBILITIES:

1. Provide excellent customer service for all the patients
2. Ensure that the patient flow at the front office as well as the back office is efficient.
3. Assist with facilitating huddle meetings.
4. Carry out the routine duties of checking patients in and out, answering telephones, scheduling appointments, calling for appointment reminders, balancing drawers to make sure they are correct, creating deposits, and following-up on patient requests.
 - Ensure that Athena is updated before the patient goes to the back
 - Obtain address, date of birth, race, ethnicity, language, diversity, insurance, telephone numbers, primary care physician and other pertinent data for each patient.
 - Provide language appropriate registration forms to patient, as needed
 - Document in Athena if the patient requires interpretive services or has other communication needs
 - Orient all new patients to the practice, including reviewing Medical Home Responsibilities with the new patient
 - Encourage patient to sign up for the Athena Patient Portal; if interested, sign patient up for Athena Patient Portal
 - Ensure that HIPAA and Patient Registration forms are updated at least yearly.
 - Confirm insurance in advance and at the time a patient presents as a walk-in.
 - Ensure that the Medicare as Secondary Payer Form is scanned one (1) time per year and asked at each visit for Medicare patients.
 - Encourage patient to complete Patient Satisfaction Survey at the end of the patient visit
 - Provide patient with electronic copy of their Health Record within 3 business days of request
5. Answer billing summary questions for patients
6. Provide financial counseling for patients
7. Assist patients with Athena Patient Portal issues
8. Assist with staff call-outs and schedule of office location.
9. Assist with any requisitions/purchase orders for office and medical supplies to the appropriate individuals in a timely manner.
10. Coordinate and train staff on x-ray performance and process.
11. Maintain confidentiality of all patient information according to federal guidelines and regulations.

12. Attend initial training and ongoing training as assigned to increase knowledge related to job position, patient safety, patient communication, management of staff, coordinating care for patients with chronic conditions, encouraging patient to engage in self-management, etc.
13. Provides input/feedback to representative on the Performance Improvement Committee and/or submit Performance Improvement Form(s) to share ideas on improvement of workflow, improvement of patient care experience, etc.
14. Performs general office maintenance such as restocking exam rooms, disinfecting exam rooms between patients, cleaning-up in general from daily medical activity, disposing biohazard bags and 2/3 full sharps containers from work areas and exam rooms into biohazard boxes.
15. Performs other related duties incidental to the work described herein.

EDUCATION, ESSENTIAL SKILLS AND EXPERIENCE:

- High school diploma or equivalent with 5+ years of medical office experience.
- Experience in a primary health care setting, nursing experience preferred.
- Strong customer service focus
- Effective verbal and written communication skills
- Teamwork orientation
- Organized and able to manage competing priorities
- Good judgment
- Resourcefulness in problem solving
- Able to take and follow through with delegated tasks and accountability
- Commitment to the concepts of preventive health care program and team approach to health care delivery
- Ability to learn about patients and their problems
- Ability to work well under pressure

Requires sitting or standing for long periods of time, working in an office and clinical environment. Able to stoop, kneel, bend at the waist, and reach on a daily basis. Able to lift and move up to 25 pounds occasionally. Working under stress and use of the telephone required. Manual dexterity required for use of calculator and computer keyboard and other office machines. Hearing and vision corrected to normal range. Must be a team player and possess excellent customer service skills.

I, _____, affirm that on this date I have received, read, and understand a copy of the job description for **Assistant Medical Office Manager**.

Employee Signature

Date

I, _____, affirm that on this date I have met with the above employee and attest that the employee understands the duties and qualifications for this job description.

Supervisor Signature

Date