



## Community Health Programs

*The mission of Community Health Programs is to improve the health of people throughout Berkshire County by delivering exceptional compassionate health care.*

**Job Title:** Medical Practice Manager  
**Department:** BPA  
**FLSA Status:** Exempt  
**Hours:** Full Time  
**Operational Reports To:** Senior Director of Clinical Operations  
**Updated:** August 2021

**Summary:** The Medical Practice Manager collaborates and assists the staff of CHP Health Centers ensuring that the staff is fully trained in all aspects of compliance and any procedures necessary to accomplish their jobs and care for CHP patients. This person will support CHP's mission, vision, and values and will adhere to compliance protocols as well as CHP's policies and procedures.

### **Medical Practice Manager Essential Duties and Responsibilities:**

- Works with the Senior Director of Clinical Operations to implement systems to further the goals of the organization.
- Ensures HIPAA and Infection Control compliance protocol is followed.
- Oversee compliance of required laws that protect patients and the staff.
- Ensures Health Centers' staff is trained and accomplishes best possible customer service to patients' and providers' satisfaction.
- Responsible for submitting and approving payroll accurately.
- Responsible for staffing practice efficiently to support providers.
- Assures all staff competencies are completed on a yearly basis.
- Assures billing is accurate and submitted on a timely basis. Works with staff to improve the collection rates of copayments and outstanding balances.
- Holds monthly staff meetings and submits minutes to the manager on a monthly basis.
- Implements and oversees all tracking of ancillary testing and specialty appointments.
- Responsible for ordering of office and medical supplies to ensure practice stays within budget.
- Participates in Operations Team and Managers Team to advance and create a great organization and workplace environment.
- Participates in Management/Leadership Meetings which include all staff meeting.
- Ensures that practice sites are represented at CHP Monthly Staff Meetings by rotating staff participation.
- Conducts performance reviews for direct reports and is dedicated to ensuring their growth and learning as well as his/her own growth and learning.
- Provides monthly reports and statistics as requested for enrollment numbers, referrals, and patient visits.
- Performs other related duties or tasks as requested by management.

**Competencies:** To perform the job successfully, an individual should demonstrate the following competencies:

- Strong ability to multi-task and manage projects and personnel.
- Customer Service - manages difficult or emotional customer situations.
- Employee relations - deals effectively with conflict resolution and employee issues.
- Responds promptly to customers' needs.

- Solicits customer feedback to improve service.
- Responds to requests for service and assistance.
- Meets commitments and is punctual.
- Follows policies and procedures.
- Completes administrative tasks correctly and on time.
- Supports organization's goals and values.
- Flexible - willing to step in when needed and crossed trained for additional administration/medical coverage or other site management as needed.
- Interpersonal skills -maintains confidentiality; keeps emotions under control; professional, welcoming, and pleasant personality; contributes to building a positive team spirit.
- Oral and written communications - responds well to questions; takes careful and accurate notes; follows up on messages and ensures delivery of messages; composes/types letters if requested by administration.

**Essential Skills and Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Bachelor's degree preferred. Combination of education and experience will be considered.
- Medical office experience and/or dental practice management experience of three years plus (3+) preferred:

**Physical Requirements:**

- See ADA form