

Northwest Colorado Visiting Nurse Association

Front Office Manager

General Statement of Duties:

Manages all functions and responsibilities of Patient Care Representatives. Develops and organizes front office procedures and systems. Ensures compliance with local, state, and federal requirements of data entry, patient intake, follow up, check out, and collections.

Supervision Received:

Works under the immediate supervision of the Chief Financial Officer.

Supervision Exercised:

Directly supervises the Patient Care Representatives for appropriate location.

Essential Functions:

1. Provides supervision and leadership.
 - Develop and maintain a culture that emphasizes strong customer service, with both internal and external customers.
 - Manages Patient Care Representatives for appropriate location. Acts as manager for both locations when managers at other locations are absent. Provides back up on all Patient Care Representative functions when scheduling issues arise.
 - Assists and assigns all aspects of front office duties; telephones, computers, correspondence, records, interoffice communications, patient portal, scheduling and follow up, payments, and all miscellaneous tasks.
 - Develops work schedules assuring appropriate coverage for front office functions, approves time-off requests, and performs competency and performance evaluation.
2. Champion of continuous improvement and quality patient care, in coordination with the Performance Improvement Quality Assurance (PIQA) CHC team
 - Provide assistance, training, and sustainment of non-clinical aspects of all initiatives as designated by the PIQA committee, including patient empanelment, patient portal utilization, team based care, patient follow up, and patient registries for all locations
 - Work closely with the Patient Accounts Manager to ensure standardization of processes between all locations.
 - Act as the scheduling and front office Superuser for eClinicalWorks and peripherals for both locations.
 - Attend and participate in Superuser, PIQA, CHC staff and other meetings as appropriate.
 - Assist in creating workflows, procedures, forms, and policies.
 - Create, complete, and maintain non-clinical CHC training manuals.

3. Deputy Registrar for vital statistics of Moffat or Routt County, as assigned.
 - Oversee Vital Records program for appropriate county location.
 - Responsible for birth and death record keeping producing certified copies.
 - Ensuring program compliance with rules and regulations, as delegated.
4. On site facility coordination and general office management.
 - Facility maintenance management and work with a help desk system.
 - Management and distribution of electronic and paper incoming faxes.
 - Supply ordering, purchasing, and management for site.
 - Act as manager on duty at site for non-clinical coordination and communication.
 - Other site specific functions as assigned.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

Graduate from high school or equivalent required. College level courses in accounting and computer systems preferred.

Experience:

One to three years supervisory experience in the health care field or office management.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 combined and valid Colorado driver's license.
2. Annual TB testing and/or screening.

Skills:

1. Manages and maintains computer systems.
2. Accurately performs data entry, alpha and numeric.
3. Operates, phone system, printers, and other equipment secondary to computer operations and ten-key adding machine.
4. Supervision of designated employees.

Knowledge:

1. Knowledge of computer software (Word, Excel, Outlook) and eCW.
2. Has working knowledge of medical terminology.

Abilities:

1. Deciphers handwritten information, including medical terminology and abbreviations.

2. Must be able to communicate effectively and professionally with staff, patients, family, and commercial or regulatory agency staff, using appropriate customer service skills.
3. Must be well organized, thorough, and detailed.
4. Able to figure averages and perform other mathematical information accurately.

Equipment:

1. Daily use of telephone, copier, and other office equipment.
2. Computer input, approximately 6 hour per day, 3 - 5 days per week.
3. Computer printers, including loading paper, removing and distributing printed reports.

Working Conditions:

1. Position is in a well-lit, accessible office environment, and involves sitting approximately 80% of the day. Other duties include filing and retrieving medical records which involves stretching, stooping, reaching and bending.
2. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____ Date: _____

