

Northwest Colorado Health

Dental Practice Manager

General Statement of Duties:

The practice manager is responsible for the overall management of daily operations at all dental sites. This includes the hiring and supervision of personnel, practice management, patient relations, process improvement and quality improvement. Other organizational responsibilities such as representation on various committees or special projects may be assigned as needed.

Supervision Received:

Reports to the Dental Director.

Supervision Exercised:

Directly supervises Patient Care Representatives, Treatment Coordinator, and other designated employees.

Essential Functions:

1. Manages the day to day operations of all four clinic/practice locations to include Russel Street and Steamboat Springs Co-location sites, Yampa Ave Dental Clinic and Oak Creek Dental Clinic.
 - Coordinates with Billing and Collections, Scheduling and PCRs as it relates to production goals
 - Acts as Superuser for eCW and provides support to Dental Teams
 - Coordinates the repair of faulty equipment
 - Provides Non-clinical in-service training as needed
 - Provides support to Dental Director for Dental Staff Meeting Agenda and Minutes and distribution.
 - Evaluates service needs and patient volumes and adjusts staffing levels accordingly.
 - Owns the Dental Schedules and coordinates with PCRs to ensure production goals are met on a daily basis.
 - Ensures smooth operations of the clinic
 - Responsible for problem solving to address issues relating to patient safety, care and service.
 - Ensures compliance with applicable regulatory guidelines and established agency and departmental objectives, quality assurance program, safety and infection control standards and Coordinates with Dental Champions at each location in the following areas:
 - Supplies
 - Safety
 - Radiation
 - Equipment Maintenance and Repair
 - Sterilization

- Labs
 - OSHA/CDC compliance
- Works with other agency programs to encourage the delivery of comprehensive and integrated patient services.
- Greet patients, schedule appointments, answer phones and other office responsibilities as required to provide back up for PCRs
- 2. Posts payments on patient accounts into EMR
 - Process electronic funds transfers.
 - Inputs payments and posts to patient accounts.
 - Ensures timely posting of payments, as directed by the Business Manager.
 - Processes any credit balances on accounts as refunds.
- 3. Supervises, trains, develops, evaluates, and when necessary, counsels and/or discharges support staff in designated areas of responsibility in collaboration with Human Resources.
 - Conducts employee coaching, disciplinary actions, and semiannual evaluations.
 - Monitors staff adherence to agency and departmental policies and procedures.
 - Mentor and lead by example.
 - Monitors workload of staff under supervision, coordinating resources to optimize operational efficiencies and patient satisfaction.
- 4. Partners with supervisor to identify and drive quality and performance improvement initiatives, as well as implementation of new initiatives and programs.
- 5. Adhere to all funding requirements to ensure the clinic receives incentive dollars and is not penalized. Demonstrated the ability to interact professionally and effectively with all providers, staff, other departments, the community and leadership. This include written and verbal communication.

Education:

Bachelor's degree in business, health, medical office management, or related field preferred.

Experience:

Project and personnel management experience preferred. Clinical experience in health care preferred.

Requirements:

1. If car is used, must provide proof of adequate insurance totaling at least \$300,000 and valid state driver's license.
2. Current CPR certification
3. Current immunization history, after job offer and before starting job.
4. Initial TB testing upon hire and/or documentation of TB test within the last year.

Abilities:

1. Ability to communicate effectively, both verbally and in writing.
2. Ability to develop and implement programs, including ongoing evaluation of program effectiveness and ability to provide written reports including results.
3. Ability to work independently, and also contribute as a member of a team, including commitment to effective team functioning oriented toward achieving measurable results.
4. Supervisory skills.
5. General office skills.

Knowledge:

1. Knowledge of public health programs and health center operations.
2. Thorough understanding of health care environment.
3. Knowledgeable and skilled in community education, public relations, and communication principles and practices.

Equipment:

1. Daily use of telephone, copier, and other office equipment.

Working Conditions:

1. Position is in a well light, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

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

Signature of Employee: _____

Date: _____