

Job Title: Practice Manager, Greater Boston Gastroenterology, PC

Ensures that the medical practice remains focused on the delivery of exemplary care for our patients while remaining financially sustainable. In collaboration with physicians, makes key business decisions and oversees day-to-day practice operations. Works to expand medical practice and better meet the needs of the local community.

Practice Manager Job Duties:

- Works with physicians to develop business strategies and patient services
- Designs and implements workplace policies and procedures
- Resolves labor conflicts
- Assures all clinical, lab, computer and administrative equipment are maintained and serviced
- Liaises with physicians, nonphysician providers, nurses, medical assistants, lab techs, radiology and ultrasound techs, and other clinical medical practice employees to ensure they have necessary support
- Manages practice and department budgets and service lines
- Oversees daily practice operations, including appointment scheduling, referral management, health plan and hospital credentialing, billing systems and procedures, debt collections, cleaning, security, and occupational health and safety
- Leads a team made up of lower-level administrators, medical secretaries, billing professionals, receptionists, records staff
- Controls the ordering and supply of medications and medical equipment
- Manages patient records, corporate email and other IT systems
- In collaboration with providers, designs appointment procedures and patient services, marketing and public relations initiatives, and social media presence
- Recruits, trains, and supervises new administrative employees
- Interacts with patients and referring practices and gains customer feedback about the practice
- Maximizes patient satisfaction
- Interacts with outside accounting, marketing, and legal staff
- Addresses patient complaints in a compassionate and timely fashion
- Manages the production of patient brochures, newsletters, and other correspondence
- Monitors practice's compliance with government and regulatory agency targets

Practice Manager Skills and Qualifications:

Strong Oral and Written Communication and Analytical Skills, Problem Solving Skills, Project Management Skills, Organizational Skills, At least 5 y Prior Management Experience, Leadership Skills, Computer Literacy, Knowledge of Relevant Medical

Record and Business and Financial Software, Budgeting Skills, Accounting Skills, Ability to Work as Part of a Team, Bachelor's or Master's Degree in Business or Health Management Strongly Preferred