KRESSER INSTITUTE FOR FUNCTIONAL AND EVOLUTIONARY MEDICINE

Practice Manager Sample Job Description

- New patient on-boarding: updating PGT, emailing patients and inviting them to EHR, having the patient sign the Patient Guide and Informed Consent documents, and setting initial consult appointments
- Returning calls or emails to potential patients—answering questions
- Making calls after Case Reviews/Initial Consults—answering patient questions
- Making calls to potential patients who don't follow through and register in the EHR
- Resolving patient complaints
- Team AN (Team CK and SS as needed)—creating estimates, lab ordering, answering patients' Patient Portal questions, and queuing questions to clinicians
- Monitoring workloads of teams/admins—making changes if necessary
- Creating and maintaining working procedures for administrative tasks
- Scheduling in MD HQ and Chiron for patient self-booking into MD HQ and opening up future monthly schedules
- Preparing patient charts for CK and AN for coming week—checking on outstanding labs, creating Case Review documents and LabCorp Blood Chemistry reports for Case Reviews
- Creating and updating Wufoo forms as needed
- Creating and updating travel documents as needed
- Cross-checking MD HQ Schedule with Chiron schedule on a daily/weekly basis
- Monitoring the lab results, emailing and downloading lab results from vendor sites, and uploading labs from Dropbox to patient charts—matching results with open labs and acting as a focal point between labs and patients when issues arise
- Working with staff at MD HQ on changes/updates as needed
- Revamping scheduling system in MD HQ
- Staying up to date on our programs/apps and modifying procedures or troubleshooting as needed—RingCentral, Slack, BaseCamp, Chiron, MD HQ, Dropbox, Zoom, Wufoo and 1Password
- Creating job descriptions as needed
- Researching HR options and reporting on recommendations
- Calling vendors as needed regarding shipping issues, etc.
- Creating and updating Google Docs/Spreadsheets as needed
- Coordinating new employee on-boarding as needed—including all emails, logins, phone extension and provide/coordinate training as needed
- Creating new phone schedule for admins—programming RingCentral

- Coordinating the new patient onboarding procedure and integrating with MD HQ
- Creating Wufoo forms as needed for job openings, etc.
- Opening wholesale accounts with vendors as requested
- Creating accounts with labs as needed
- Coordinating the updates to website
- Responding to chargebacks
- Performing all administrative duties as needed
- Preparing charts for the day's appointments: opening encounter notes, setting appointment time, and obtaining lab results that are still outstanding
- Working with clinicians to complete their tasks
- Training new employees
- Assisting with creating and updating administrative documents
- Facilitating communication between patients regarding protocols, support, and research
- Sending out referrals to other clinicians, helping to coordinate care by sending and receiving medical records and clinical notes, and providing information to set up consults between the clinicians
- Resolving LabCorp and Quest billing discrepancies
- Fulfilling subpoena requests
- Special project—creating supplement sheet to help facilitate a supplement store
- Special project—working with FMSF to create MD HQ Functional Practice business
- Special project—work with the finance department on bringing billing/payments into MD HQ
- Other special projects as requested
- Screening clinician and administrative applicants
- Collaborating with clinicians, admin and financial staff to maintain optimal workflow
- Maintaining CPT, charge and supplement databases
- Assuming the role of primary contact person for labs and other vendors
- Maintaining vendor accounts
- Addressing and completing mail scans from labs, attorneys, disability claims and insurance companies
- Creating and maintaining Lab FAQs
- Creating and maintaining entries in 1Password
- Monitoring Operations email and answering inquiries
- Answering phone inquiries from potential patients
- Inputting Amy's schedule to QBO as needed