



JOB DESCRIPTION

JOB TITLE: Practice Administrator
EXEMPTION STATUS: X Exempt Non-Exempt
REVISED DATE: January 2023

SUMMARY: Under supervision of the Departmental Chair and Chief Operating Officer, the Practice Administrator is responsible for directing, supervising, and coordinating staff and clinical processes to provide quality, cost effective care to patients while meeting goals and objectives. The Practice Administrator will coordinate clinical processes, management, and supervision of clinical staff for the maximum utilization of services by performing the following duties personally or through other supervisors within the clinic.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Organize and manage office operations and procedures specifically: the front desk, phone triage, billings and collections, medical records, requisitions for supplies, payroll preparation, and other clerical services.
- Be fiscally responsible for clinic finances, reviewing expenditures, charges, collections, etc.
- Evaluate office productivity, revise department procedures, and devise new methods/forms to improve efficiency of the office.
- Maximize office efficiency of the practice.
- Manage marketing functions for the practice.
- Formulate procedures for systematic retention, protections, retrieval, transfer, and storage of records.
- Prepare reports as needed for management.
- Coordinate activities of the various sections or within the practice.
- Assist with negotiating purchases for supplies, equipment, and supervise shipping and receiving.
- Assist in creating and updating policies and procedures and ensure enforcement of such.
- Serve as liaison between the practice and MEAC Central Administration and other outside entities.
- Oversee participation in and adherence to compliance programs of MEAC.

SUPERVISORY RESPONSIBILITIES:

- Supervises administrative personnel of the clinical site and directly evaluates administrative personnel's performance.
- Makes recommendations for personnel actions to the departmental chair and clinic coordinator.
- May review and approve evaluations of support staff.

- Carries out supervisory responsibilities in accordance with the organization's policies and procedures, and state and federal laws and regulations.
- Responsibilities include interviewing, hiring, and training employees. Planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS: 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.

EDUCATION AND/OR EXPERIENCE: Bachelor's degree required with at least five years medical practice administration experience; Masters preferred.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions from managers, patients, physicians, and administration, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure using whole number, common fractions, and decimals. Ability to calculate and apply concepts such as fractions, percentages, ratios, and proportions to practical solutions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: General knowledge of billing and collections, ICD-10, and CPT coding, medical terminology, and computer software applications. Knowledge of the principles and practices of supervisory and general management abilities of a medical office. Ability to operate computers, keyboards, and printers. Knowledge of modern office practice, procedures, and equipment for multiple office sites. Ability to establish and maintain an effective working relationship with faculty members, staff, patients, and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks; work as a team member and independently using sound management skills with a variety of professional disciplines. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within multiple medical office settings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, and sharp instruments. Exposure to injury from patients or equipment.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands and fingers to feel objects; hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and balance. The employee must occasionally lift, carry, and/or move more than 50 pounds.

Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

This is a high stress position based on full responsibility of a multidisciplinary team and work in high stress direct patient care areas. Stress level may be high due to frequently dealing with life and death situations, physicians, families, and other healthcare providers. Demands high levels of concentration and the ability to work in emotionally charged situations.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date