

Office Manager

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Company: Ideal Smile

Location: Lahore

Category: other-general

Act as the liaison or case manager between the practice and the patient.

In layman's terms, review with patients the nature of the problem and treatment diagnosed, answer questions and concerns, discuss financial options, and make agreements (in writing) with regard to treatment, cost and method of payment while the emotional attachment is high.

Track all treatment presented using the Treatment Tracker (provided by NextLevel Practice). Monitor the case acceptance ratio on all treatment plans presented. Our goal is a 67% case acceptance ratio. A case is considered accepted when a patient has scheduled the treatment and has either paid in full, or a financial agreement is in place.

If a patient has insurance, estimate their coverage, educate patient on benefits and limitations of insurance, submit insurance claims, make adjustments, etc. Be familiar with third-party financing options (e.g., CareCredit, Capital One, etc).

No patient should be scheduled without a signed financial arrangement in place.

Track and record the referral source on all new patients.

Organize and maintain all office file systems.

Ensure that all patient records are current, up-to-date and accurate.

Maintain and organize the front desk and reception areas for cleanliness, etc.

Complete office End-of-Day routines.

Ensure that the office answering machine/voicemail is current.

Along with front office team, responsible for tracking and sending thank you letters to all who refer patient to the practice (team gains agreement).

Job Specification People who wish to become office managers must be organized individuals, demonstrating common sense and negotiation skills.

They must have the ability to monitor work performed by staff so that it's completed on time and within budget and meets high quality standards.

Office managers must handle stress well since they confront a variety of problems throughout the day.

Office managers must be adept at assigning responsibilities to staff and meeting deadlines.

They must be able to motivate employees in order to increase productivity and sales.

Office managers should have strong decision-making skills as well.

Office managers are usually required to be familiar with various computer software packages, including Microsoft Word, PowerPoint, Outlook and Excel.

Since they often are responsible for writing proposals, presentations and memorandums, they should also possess strong written communication skills.

Overseeing other employees requires them to be effective oral communicators, as well as being able to interact with many different individuals in a professional manner.

Health, Wellness and Fitness - Lahore, Pakistan#J-18808-Ljbfrr

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