***Practice Name:***

**Address Here:**

**Tel: (123) 456-7890 Fax: (123) 445-7891**

Policy Dated 1/1/2017

**Physician duties and responsibilities**

The duties and responsibilities of Internal Medicine physician are as follows:

* Examine patients
* Take medical histories
* Prescribe medications
* Order, perform, and interpret diagnostic tests
* Counsel patients on diet, hygiene, and preventive healthcare.
* Perform general check up on all members of a family
* Make referrals to specialists when necessary
* Provide vaccinations and counsel family members on preventative care
* Able to diagnose a wide range of physical and physiological problems
* Promote healthy lifestyles such as diet and fitness to improve the general health of family system
* Provide emotional support to patients in times of medical emergencies
* Make home visits and be on call
* Update charts and patient information to show current findings and treatments
* Review test results to identify any abnormal findings
* Recommend and design a plan of treatment
* Address concerns or answer questions that patients have about their health and well-being

**Physician skills and specifications**

The person desiring to be Internal Medicine doctor needs to manage the health needs of the family and is the person who is aware of a lot of personal matters of a family. The required skills and specifications are as follows:

* The person needs to have Broad awareness regarding a range of medical conditions and illnesses.
* He or she has the required knowledge of affecting people of different ages and sexes.
* He or she should have the sensitivity and compassion to deal with delicate health needs of the family.
* It will be required to have the skills of upholding the trust of the family by maintaining strict confidentiality.
* He or she should have the required interest in serving people with the precise and gentle communication skills.
* He or she should have the motivation skills to lead a better lifestyle.
* The person needs to have the ability to put the members of the family at ease in his presence.
* He or she should have a pleasing and approachable personality with the sound decision making abilities.

**Physician education and qualifications**

* The basic degree required to do the job is a basic medical school degree followed by internship.
* The other degrees required are the osteopathic (D.O) degree or a doctor of medicine (M.D) degree.

**Office Manager**

* Establish and maintain positive relationships with patients, visitors and other employees. Interacts professionally, courteously, and appropriately with patients. Visitors, and other employees.
* Contributes to and participates in the Performance/Quality Improvement activities of the assigned department. Contribution and participation includes data collection, analysis, implementation of and compliance with corrective/improvement activities, membership of Continuous Quality Improvement (CQI) teams, consistent adherence to established performance standards and: adherence to the specific rules and regulation of the organization
  + Safety & Security Policies
  + Risk Management: Incident and Occurrence Reporting
  + Infection Control Policies and Procedures
  + Patient and Customer Service.
* Supervise registration staff – Ensure data entry quality of registration is accurate; Registrars update the following at each encounter: Demographics, Clinic Codes and achieve financial eligibility/verification for services to be rendered) referrals and authorizations). Specifically, perform, routine registration audits and provide written and verbal feedback to Receptionists/Registrars.
* Supervise registration staff – Ensure chart assembly is appropriate for service to be rendered. Specifically, ensure standard forms, ancillary reports are placed in chart according to approved format. Order new forms as necessary.
* Supervise registration staff – Ensure adequate front desk and phone overage. Schedule staff for start time and lunch/break time. Additionally, track any abuse of time issues and provide progressive discipline when necessary.
* Assist Practice Administrator with overall operations of Practice. When administrator is not available, Office manager must exercise appropriate skill and judgment, when to notify Administration, Nursing and Medical Leadership.
* Analyze patient flow aspects of practice operations to identify deficiencies with practice leadership. Develop and implement strategies for their resolution.
* Fiscal Responsibility – Ensure all patient encounter/bills are closed within 7 business days; Correct all errors and resubmit patient encounter/bills. Coordinate on-site activities to ensure financial management reports) as they pertain to registration) are addressed in a timely manner. Any unusual trends must be adequately communicated to Practice Administrator and/or AVP of Practice Management.
* Fiscal Responsibility – Ensure all co-pays and co-insurances are collected at point of service. Abide by or Charity Care Policy as appropriate. Issue Metrocards and make deposits/reconcile according to schedule. Prepare and assure that all check requests are submitted with all the proper signatures, account numbers and departments together with a suitable reason for payment or an invoice to the respective location in a timely manner.
* Assist the Medical Director in receiving and resolving patient complaints. Relate effectively to hospital and institute systems.
* Assist in the processing of hiring, training, supervising, scheduling and evaluating new employees. Conduct interviews for future support staff members for the Administrative Office.
* Prepare and submit Kronos payroll for the entire Staff.
* Conducting retraining for any employee that has been given verbal and written warnings in order to enable the employee and the department to maintain smooth operations with no further interruptions.
* Conduct telephone conversation and meeting with other departments (i.e., Human Resources, Nursing, Accounts Payable, Finance, Administration, etc.), which enables the consistent operation in keeping the Department flowing properly.
* Assure that all cash collection and/or petty cash funds are maintained securely and reconciled periodically. Oversee the secure transfer of cash to designated funds in the Grants Management Department or Hospital Finance Office. Prepare and assure that all check requests are submitted with all the proper signatures, account numbers and departments together with a suitable reason for payment or an invoice to the respective location in a timely manner.

**Receptionist/Front Desk**

* Establish and maintain positive relationships with patients, visitors and other employees. Interacts professionally, courteously, and appropriately with patients. Visitors, and other employees. .
* General encounter forms for new registrants. Answer telephone in a professional manner. Make appointments and direct all other call to appropriate parties.
* Collect payments and issue receipts; reconcile cash receipts; batch daily tally to Department of Finance using established protocols.
* Verify registration/filing information of established clients to include managed care; EMEVS verification: member roster check and/or call to client’s insurance carrier. Encounter forms should reflect corrected client information; update clients’ demographic and insurance data at each visit. Mail copies of patients’ medical records to the appropriate departments.
* Create medical record for all new clients. Assure completion of financial waiver form’ provide Advanced Directive information to include patient rights’ distribute site-specific client information materials. Close encounter in the computer system. Retrieve and file client charts.
* Schedule client appointments in automated system using the computerized appointment system; assign the correct type of appointment, i.e., new patient, urgent, etc. Issue Metrocard to all eligible clients. Complete managed care and Medicaid transportation logs correctly.
* Fax reports to referring provider and file copies in the departments record books.
* Exhibit skills in typing and basic computer operations, i.e., ability to check and enter data in an Electronic Data Base System for patient data, previous transaction, medical record number, date of birth, etc.
* Demonstrate knowledge in properly assembling, maintaining, filing and retrieving medical records. Perform other clerical duties as needed.
* Courter and helpful to all clients; both in person and on the telephone; assess client’s needs and answer client’s questions; take accurate and correct message.
* Demonstrate awareness of sensitivity to patient rights, maintaining dignity of the patient. At all times ensure client confidentiality.
* Demonstrate ability to remain flexible and to be cooperative with patients, staff and others; refer to supervisor as needed. Receive and greet patients in a timely and appropriate manner.
* Maintain orderliness and cleanliness of reception work area. Insure the appropriate supplies and forms are on hand in sufficient quantity by notifying supervisor.

**Medical Assistant**

* Establish and maintain positive relationships with patients, visitors and other employees. Interacts professionally, courteously, and appropriately with patients. Visitors, and other employees.
* Contributes to and participates in the Performance/Quality Improvement activities of the assigned department. Contribution and participation includes data collection, analysis, implementation of and compliance with corrective/improvement activities, membership of Continuous Quality Improvement (CQI) teams, consistent adherence to established performance standards and: adherence to the specific rules and regulation of the organization.
  + Safety & Security Policies
  + Risk Management: Incident and Occurrence Reporting
  + Infection Control Policies and Procedures
  + Patient and Customer Service.
* Reviews chart before patient see the practitioner to determine whether any routine exams need to be arranged prior to being seen, the right provider is being seen, medical records or imaging documentation or other patient care needs to be obtained prior to seeing the provider.
* Manages the flow of patients for assigned providers and the clinic in general. Monitors the progress of providers and empty rooms and patients returning from radiology. Identifies the next patient scheduled to go into the room based on clinic policy and retrieves that patient from the waiting area using current technology and systems. Introduces self and escorts patient to prep room.
* Patient preparation procedures:
  + Clean room prior to patient entry into room.
  + Instructing patient to change into shorts or gown (as per providers’ preference)
  + Two identifiers for patient identification.
  + Questions and completes with patient the patient questions on the Continuation Sheet.
  + Hass patient fill our Pain Screen section of Continuation sheet.
  + Asks patient if there are any tests pending so these can be received.
  + Prepares suture removal if necessary.
* Asist with patient examination:
  + Chaperone as needed.
  + Assist in injections or cast procedures.
  + Moving onto and off table.
* Assists or Performs in the following procedure, when necessary:
  + Performs suture removal and steri-strips
  + Perform dressing changes
  + Preparation of specimens for culture
  + Minor surgery
  + Application of compresses, soaks
  + Observe patient in room on request of the provider
  + Performs phlebotomy if necessary
* Escorts patients:
  + Into room
  + Out of room
  + To radiology
  + To surgical booking
  + To administration
  + To ambulette at any location within the hospital
* Information Technology needs:
  + Working knowledge of all information management programs used by providers
  + Able to print all patient education information from programs clinic uses
* When provider is completed with the encounter:
  + Assures safe discharge from the clinic
  + Interviews patient confirming proper understanding of all discharge instructions
  + Executes discharge instruction plan based on protocols developed by BronxCare clinic systems
  + As per provider instructions performs a discharge sequence (pending training), including scheduling patients’ appointments as requested by the provider.
  + Cleans rooms of all material, including changing or paper on table, discarding regular and medical waste, discarding sharps (pending training), cleaning all counter with approved solutions, straightening paperwork on desk, assuring previous patient’s belongings are removed.
* Messages and Phone:
  + Primary responsibility to pick up and answer all calls sent to the clinical area
  + Manages provider message boxes that are either electronic or paper-based
* Training:
  + Participate and complete successfully all training programs assigned by direct supervisor or providers
  + Remain current on all policies and procedures related to the department, the hospital and regulatory agencies such as Joint Commission and the Department of Health.
* After patient/provider visit is completed, ensure that any instructions given are understood by the patient.
* Cross-training as registrar and assume registrar duties in a situation as needed, determined by the office manage. Specific instances can be increased patient volume or employee absence.