

Practice Manager Job Description

Duties and Responsibilities:

- Handle patients' complaints in a timely and orderly manner
- Oversee the paperwork in the admission or registration of patients
- Interact or discuss with patients in a bid to get feedbacks on the services being rendered to them
- Handle the recruitment, training, and supervision of new employees in the administrative section
- Supervise and control the supply of medications and every other medical equipment
- Oversee daily practice operations which may include scheduling of appointments and procedures that have to do with billing, safety measures, and security
- Work hand-in-hand with physicians to develop business strategies and improve the services being offered to patients
- Work closely with medical practice employees to make sure they provide the necessary and adequate support
- Supervise the progress of the practice in terms of meeting government targets and goals.

Practice Manager Requirements – Skills, Knowledge, and Abilities

- Must have excellent communication and interpersonal skills (i.e. he/she must be a people person).
- Must be able to coordinate series of activities simultaneously
- Good leadership skills
- Must show willingness and ability to work as part of a team
- Good analytical and problem-solving skills
- Must have good management skills and ability to work and achieve targets within stipulated time limits
- Must be able to work independently with little or no supervision
- Must be detail and customer service oriented
- Must be able to apply basic book keeping and computer skills

- Ability to motivate staff whenever it is necessary
- Must have at least basic knowledge of medical terminology and good understanding of medical software applications
- Must possess a Bachelor's degree in either Health or Business Management field
- Any certification that relates to primary care and health management
- MS in any relevant field would be of added advantage
- A minimum of 3 years of work experience in a similar management role.