

## Virtual Practice Administrator Program Additional Areas of Support

### **Practice Efficiency Optimization:**

Streamlining administrative processes to improve workflow.

Implementing systems and providing training to staff on the day-to-day tasks required for them to provide efficient, effective high quality practice standards by developing policies, protocols, and procedures to support these standards. Document each procedure in detail, including step-by-step instructions. Using clear and concise language to ensure understanding by all staff members. This may include visual aids or diagrams where applicable to enhance clarity.

### **Revenue Cycle Management (RCM):**

Billing and coding oversight to ensure accurate and timely claims submission.

Create systems and protocols for collecting up front in the practice at time of patient service instead of waiting for 30-60 days for patient responsible payments. Create systems for follow-up on denied claims and appeals on a daily and weekly basis. Monitoring accounts receivable and implementing strategies to optimize revenue by streamlining the entire revenue cycle process, from patient registration to claim submission and payment collection, to ensure that the organization is collecting the maximum amount of revenue possible while minimizing costs and reducing errors.

### **Human Resources Support:**

Assisting with the recruitment process, including posting job openings and screening and interviewing candidates. Coordinating the onboarding process for new hires, including training and orientation. Developing job descriptions and employee initial training programs and continuing training programs. Support in

managing employee relations issues and offering training in conflict resolution. Training and guidance on implementing policies and procedures to promote respectful workplace culture. Assist with development of office employee handbook. (This does not include HIPAA or OSHA training)

### **Quality Improvement Initiatives:**

Developing and monitoring quality metrics to enhance patient service and care.

Implementing quality improvement initiatives and best practices for Quality Patient Care, Communication and Engagement. This is done by creating systems to implement patient communication systems. Managing patient inquiries and feedback and developing strategies to improve patient satisfaction and retention. Includes online staff training on a quarterly basis for continued education and high standardization in practice performance.

### **Team Performance Management:**

Establishing performance metrics and goals for staff members.

Conducting regular performance evaluations and providing feedback. Weekly staff meetings for accountability of job tasks performed and help to streamline and prioritize staff work task schedule where and when needed. Developing performance improvement plans when needed. Supporting staff members in their professional development goals. Identifying training needs and organizing relevant educational programs for ongoing training in various practice management and organizational practice systems. Mediating conflicts and addressing interpersonal issues among staff members. Implementing strategies to promote teamwork and collaboration. Includes online staff training on a quarterly basis for continued education and high standardization in practice performance.