Responsibilities of a Team Member

I am always interested in improving and continuing to move the practice forward to better care for those in our community. I am also interested in making it easier on all of us in our efforts to do that. To provide us all with help that will streamline the way we do things, I have engaged the services of ePractice Manager for a long-term consulting program. They provide online, phone and on-site management training and materials for practices like ours. I’m excited to work with a firm like ePractice Manager to support our systems and our team.

As an introduction to our engagement with ePractice Manager, below please find the responsibilities of being a team member:

* Always contribute to an atmosphere of warmth, cheerfulness, friendliness, caring *and competence.*
* Consistently conduct yourself in a manner befitting a professional person.
* Through attitudes and actions, work to effect smooth daily operations, anticipate problems before they begin and work with appropriate individuals to resolve problems early.
* Demonstrate outstanding, cooperative and harmonious relationships with others throughout the practice.
* All communication should be cheerful. Despite what is going on with you on a personal level, you should always appear professional, enthusiastic, and caring. If you cannot do so at any time, make arrangements with your supervisor to have your post covered until you can.
* Never discuss or criticize a staff member in front of patients or other staff members. There is a proper procedure for making corrections or airing grievances.
* Gossip (negative comments) will not be tolerated in this office. We all must strive to eliminate it from the practice. If someone begins to involve you in gossip, it is your responsibility to make it known that it is unprofessional and violates codes of conduct.
* Project an image of health and good healthcare habits. Smoking is allowed only in designated outdoor areas out of the sight of patients. Appropriate hygiene measures such as hand washing, and breath freshening are to be taken upon reentering the building.
* Maintain clean attire, neat appearance and personal hygiene without exception. Always adhere to dress code policy.
* Maintain the appearance of the office, especially in your own area. The visual image we project is a promotional tool.
* Report both exemplary and deficient performance to the Office Manager so that fellow staff members receive both commendations and correction as appropriate.
* Actively work toward the continued development and improvement of the practice through established channels.
* Treat patients with professionalism, compassion and patience. Make every effort to address patients by name.
* Maintain strict patient confidentiality. Remember, the relationship a patient has with the Doctor is a professional one. It must be protected, upholding both legal and moral standards.
* Never discuss any patient within earshot of another patient. This includes whispering. Leave the area entirely if it is necessary to discuss a patient.
* Be responsible for doing your part in keeping the patient flow smooth and efficient.
* Demonstrate support of the executive structure of the practice.
* Contribute constructive comments and suggestions regarding practice development that could improve operations to the Office Manager and Doctor. Take initiative in suggesting and planning presentations.
* Always address the Doctor as Click or tap here to enter text. while at the office and demonstrate the highest degree of respect to him/her at all times.
* Relay to the Doctor any comments made to you by the patients which could affect treatment, including both negative and positive comments.
* Perform your job duties as outlined in your job description.
* Keep your job descriptions, procedures and policies current with any new data that is given to you and review this material periodically. Be prepared to answer specific questions about all of this material.
* Adhere to all policies regarding the practice and occupational safety, setting a good example for other staff to follow.
* Keep your scheduled work hours and arrive for work on time. Be responsible for recording your hours if applicable.
* If a work schedule revision is necessary, submit a request per the procedure outlined in office policy.
* If you find that you are running behind in the completion of assigned duties, let a co-worker or appropriate staff know so that you can get any assistance you may need.
* Attendance at our staff meetings is mandatory. These meetings may be used to discuss current and future business, patients, staff communications, education and training.
* Unless urgent, in order to minimize interruptions of others while they are working please use written communication to fellow staff, office manager or doctors as often as possible.
* Maintain a smooth and efficient flow of paperwork and communication by using the office communication system.
* Carefully handle and track cash in your charge. Staff members are held responsible for shortages should they occur.
* Perform opening and closing duties per established office policy should you be the first to arrive or the last to leave the office.
* Maintain an adequate inventory of supplies related to your position per the procedure established in office policy.
* Any requests for new equipment, supplies that are not part of regular inventory, or implementation of new policies, must be submitted to the office manager.
* Be responsible for learning and understanding all the management systems made available.
* Maintain certification in basic life support (CPR) and fundamental skills expected of health care professionals.
* Encourage our patients to refer others who could benefit from our services. We also encourage you to refer your friends, family and acquaintances to our office.
* Do not carry on personal conversations in the presence of any patient that do not involve that patient or are not initiated by the patient.

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