



**Student Training Outline – Medical Office Manager
Year 4 Health Care Management Clerkship (OCOM 895)
Appendix H - Academic Year 2008/2009**

I. Purpose

The primary intent of the Medical Office Manager experience is for students to achieve a better understanding of how physicians balance health care access, cost, and quality of treatment in the best interest of their patients with the financial limitations of their patients' insurance coverage. Emphasis will be on the role of physicians in controlling health care costs while dealing with reimbursement issues in the current managed care environment. The office manager plays a key role in the financial success of a physician's office practice and is typically responsible for patient scheduling, coding and billing services, office staffing, supply inventory, etc.

II. Suggested Learning Issues (to be supplemented by medical office manager)

A. During the medical office management experience, the office manager is asked to:

1. Cover commonly encountered day-to-day office challenges precipitated by managed care rules and regulations and patients' health care insurance benefits.
2. Explain the physician's level of involvement in dealing with office and business issues.

III. Possible Questions for Students to Ask/Initiate during this Experience

- A. Why is patient registration so valuable?
- B. What is the coding process and what are the applicable regulations?
- C. What are the frequent problems relative to coding?
- D. How are overhead and supply costs controlled?
- E. How does patient flow, phone calls, etc. get managed to ensure that patients have easier access to the physician?
- F. What strategies occur to enhance revenue?
- G. What can a physician do to make a medical practice more successful (increasing revenue, decreasing expenses, increasing patient flow)?
- H. Managed Care Contracting:
 - i. Who does it? What does a physician contract look like?
 - ii. Who decides which contracts to sign and what factors are considered?
 - iii. Who determines the potential revenue from a contract and how?
- I. How has the physician's role in the office setting changed since managed care?
- J. What is the physician's role in health care management today?
- K. What are the business issues that physicians frequently deal with in the office?
- L. What are the business issues that affect patient care?
- M. How are physicians compensated in the practice?
- N. What are the pros and cons of different types of practices (small vs. large, single specialty vs. multiple specialties)?
- O. How does the physician practice ensure quality care is being provided to patients?
- P. How does the physician practice help patients who have financial issues that hinder their ability to pay for health care services?