



## Principles of Medical Office Management

**E**xplore a broad-spectrum of management strategies designed to enhance practice profitability and compliance.

### Course Agenda:

- Conducting more effective performance reviews
- Legalities of the policies and procedures manual
- How to tie financial forecasting into the patient payer mix
- Communicate more effectively with front and back office
- Steps for creating a better recall system
- Wage and salary administration guidelines
- The ins and outs of hiring and firing
- Guidance on setting up an employee handbook
- Tips for increasing referrals from patients, physicians, etc.
- Essential Medicare and managed care guidelines
- Interviewing and candidate selection guidelines
- Improve practice efficiency with cross-trained staff
- Managed care contracts and the patient/payer mix
- Creating a marketing strategy for the practice
- How to ensure positive cash flow
- Create a more positive practice image
- Strategies for controlling employee turnover
- Tips for writing more effective job descriptions

*Learn how to improve job responsibility guidelines for your staff leading to enhanced office productivity and efficiency.*

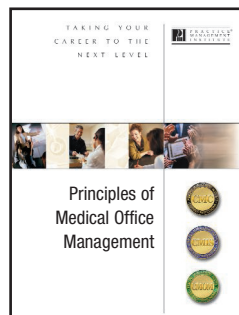
- Get set to walk-through a series of office management issues that will make you a more effective, knowledgeable practice leader.
- Don't miss this course for an important overview of critical topics in practice management.
- Perfect for those with no formal financial or personnel background.

### Classroom Presentation:

This course addresses four critical areas of concentration for the medical office manager: communication, compliance, financial and personnel. In order to be an effective leader, the medical office manager must have a thorough understanding of each area for improved staff performance, practice profitability, and compliance.

### Who Should Attend:

This course is for anyone seeking to develop their managerial skills and gain a better overall understanding of the management issues affecting today's medical practice.



### Course Materials:

A course manual will be provided to each participant. No additional materials are required for this course.

### CEUs:

CMOM credits: 3  
For participants seeking other CEUs, a certificate of attendance will be provided. Contact your organization's

continuing education division for pre-approval and credit guidelines.

### Cancellation Policy:

Upon receipt of your registration, classroom seating, program materials, and refreshments are ordered. If you must cancel your registration, please note the following policy: PMI will issue a full refund, less \$20 processing fee if canceling 7+ days prior to program start date, 50% refund 6 days to 48 hrs. in advance. No refund for cancellations within 48 hrs. of program.



People overwhelmingly prefer to learn in a live classroom environment rather than online or text-based

formats. PMI faculty members are seasoned experts drawing from real-world experience. Class participants return to the office prepared to boost performance with heightened skills, tips and tools. Skip the canned presentations and support live training in your area.

### About Practice Management Institute®:

Billing errors due to inadequate staff training cost physicians millions of dollars each year in lost income and productivity. For 25 years, Practice Management Institute® (PMI) has taught physicians and staff how to properly navigate complex regulations and secure every dollar rightfully due. PMI programs focus on essential coding, reimbursement, compliance, and practice productivity issues.

**E**ach year, more than 40,000 medical office professionals look to PMI for their continuing education needs.

### Live Curriculum and Certification:

Choose from more than 30 seminar topics presented in 400 of the nation's leading healthcare facilities and colleges. Featuring certifications awarded in three administrative areas:

**Certified Medical Coder (CMC)<sup>SM</sup>**

**Certified Medical Insurance Specialist (CMIS)<sup>SM</sup>**

**Certified Medical Office Manager (CMOM)<sup>SM</sup>**

Certification preparatory programs are available through PMI in both Live and Self Study formats.

*PMI has certified more than 11,000 medical office professionals across the country.*

### Practice Tools and Resources:

PMI has a growing selection of practice tools and reference materials available at [www.pmiMD.com](http://www.pmiMD.com). Browse through PMI's self-paced learning materials, books, productivity tools and software for your practice. Choose from 25 instructor-led Online Classes – coding, billing and administrative topics, plus 40 modules especially for nursing professionals. You can also post a question on our Discussion Forum or read about our On-site Training or Practice Consultation services.

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