

Common Practice Management Problems in Physician Offices

1. Inadequate accounts receivable management.
2. Personnel management - no job descriptions; employee duties not defined properly, lack of performance evaluation.
3. Inadequate coding for insurance claim reimbursements.
4. Not meeting managed care plan requirements.
5. Billing & collecting - no consistent policies and procedures.
6. Employees lack skills in asking patients for payment.
7. Fee schedule unclear, outdated and not competitive.
8. No practical information summarizing practice performance.
9. Need to upgrade computer system, software and/or hardware.
10. Poor telephone techniques among staff.
11. Lack of effective appointment scheduling for office efficiency.
12. No written business office policies and procedures.
13. No ongoing training for all staff.
14. Need comprehensive HIPAA and identity theft compliance policies.
15. Need updated comprehensive Medicare compliance policies.
16. Lack of OSHA re-training for staff.
17. Need to implement electronic medical records.

Publications related to this topic on website www.practicesupport.com include:

- [Practice Management Tools for Physician Retention](#)
- [Assist-a-Doc](#)