

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- 7 Fee schedule unclear, outdated and not competitive.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](#)

