

Congratulations on Your New Role as Office Manager!

Location: Thrive Dental & Orthodontics

Welcome to Your Next Chapter at Thrive Dental & Orthodontics!

We are thrilled to announce your promotion to Office Manager at Thrive Dental & Orthodontics. This leadership role is an exciting opportunity to contribute to our team's success and the exceptional care we provide to patients. Below is your job description, expectations, and key responsibilities.

Job Description for Office Managers

As an Office Manager (OM), you are responsible for ensuring the office operates smoothly and efficiently while maintaining Thrive Dental & Orthodontics' high standards. Your key responsibilities include:

- Overseeing front desk operations, including scheduling, insurance verifications, billing, and patient communications.
- Supporting clinical staff by managing office flow and ensuring teamwork.
- Understanding and adhering to office goals, budgets, and production targets.
- Maintaining compliance with HIPAA, OSHA, and other regulatory requirements.
- Training, mentoring, and holding the team accountable to Thrive's standards and the Thrive Experience for patients.

Expectations for Office Managers

Leadership and Team Support

- **Be on Time for Morning Huddle:** Start by 9:45 a.m. and end by 10:00 a.m. to prepare the team without delaying patient care.
- **5-Minute Check-ins:** Hold brief weekly meetings with team members to address concerns or updates.
- **Problem Solving:** Resolve challenges proactively while maintaining a positive atmosphere.

Operational Expertise

- **Manage Office Flow:** Ensure smooth scheduling and staff coordination.
- **Understand Doctor's Schedule Preferences:** Minimize delays and optimize patient experience.
- **Calling New Patients & Ortho Consults:** Confirm appointments, provide information, and encourage same-day ortho starts.

- **Post-Op Calls:** Follow up to ensure patient comfort and address concerns.
- **Insurance Verifications:** Accurately verify and document patient benefits.
- **Financial Oversight:** Track claims and manage payment collections.
- **Ortho Treatment Planning:** Assist with presentations and patient education.

Compliance and Documentation

- Maintain accurate patient records and documentation.
- Complete spreadsheets and adhere to deadlines.
- Ensure staff compliance with HIPAA and OSHA standards.

Clinical Support Skills

- Be prepared to assist with sterilization, room flipping, seating patients, and taking blood pressure.

Administrative Oversight

- **Know Office Goals:** Monitor and work towards daily, weekly, and monthly production targets.
- **Office Budgets:** Track and adhere to budgets for financial success.

Why You're Perfect for This Role

You have already demonstrated:

- Strong leadership and communication skills.
- A thorough understanding of front desk operations, clinical workflows, and patient care.
- The ability to multitask, problem-solve, and manage office dynamics efficiently.
- A commitment to fostering a positive, collaborative work environment that aligns with Thrive's mission.

Support for Your Success

In this role, you have the full support of our leadership team. We are here to help you grow and thrive as you lead your team, achieve goals, and uphold the high standards of Thrive Dental & Orthodontics.

Thank you for stepping up into this critical role—we look forward to your continued success!