



# Case Study: Practice Management

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**Client:** Oncology Group

**Problem:** Management and Practice Overview

**Situation:** Practice is growing but without any management foundation. Physician is the “go-to” for all the issues in the clinic. Managing Physician wishes to focus patient care while helping manage a growing clinic but has no proper support staff to accommodate the balance. Staff issues are left unresolved and develop into a negative office culture. Staff meetings are rare, and, although all employees are able to voice opinions and offer suggestions to ongoing issues, no actions are taken and staff feels unappreciated. There is no clear chain of command and the lack of direction results in decreased productivity, resentment between staff members and growing staff dissatisfaction. Customer service suffers due to lack of leadership, leading to numerous patient complaints. There is no on-going training in patient relations or compliance.

**Solution:** myeMED Practice Management Service

**Outcome:** Organizational structure is evaluated and revised according to the practice needs. myeMED’s presence serves as managing authority in administrative decisions, allowing the Physician to investigate internal issues. Problems are discussed objectively and addressed with staff in a timely manner. myeMED reviews and audits billing and collection reports and identifies gaps in processing and staff assignments. myeMED assists with staff management by clearly outlining job descriptions. Staff is accountable for individual tasks and group work plans which encourages teamwork and gives a sense of accomplishment. Staff training is planned long-term which fosters loyalty and excellence among staff. Regular staff meetings are conducted recognizing both the “gems” and areas that need improvement.

**Summary:** myeMED established and implemented an administrative hierarchy and training policy allowing Physician to focus on patient care and resulting in increased staff satisfaction and fewer patient complaints.

**myeMED Management, LLC**

**Celebrating 10 Years of Successful Physician Partnerships**

1110 N. Loop 336 W. Suite 320, Conroe, TX 77301

Toll: 877.769.3633

[www.myeMED.net](http://www.myeMED.net)