Importance of Communication

Communicating With Coworkers
Medical office managers need to interact with their coworkers to maintain proper exchange and flow of information. There are various occasions for communicating with peers and subordinate employees in a medical office, such as:

1. Staff meetings
2. One-on-one meetings
3. Daily status meetings

Most medical offices use a daily management system (DMS), which is a communication tool to share information with the other staff.

While interacting with coworkers, the manager must ensure open and easygoing communication. If the medical office manager is aware of a potential problem in advance, he or she is better prepared to resolve it.

Communicating With Patients
Medical office managers have to communicate with patients on a regular basis.

Generally, patients request a meeting with the medical office manager to complain about a service or any other critical issue that can be resolved only by the medical office manager. While interacting with such patients, it is important to follow the verbal communication guidelines. When interacting with depressed or angry patients, managers must take them to a private area to discuss the issue, as stipulated in the HIPAA regulations.

The medical office managers must keep their body language open and professional while communicating with patients. Remember that patients come to the clinic to receive care and proper treatment.

Communicating With Physicians
Medical office managers have to interact with physicians as well. As a matter of fact, for most patient-related information, medical office managers need to consult physicians. Managers must follow certain rules while talking with physicians.

They must address the physicians formally. Physicians are generally very busy, treating patients all day. The medical office manager needs to set aside some time for such discussion in accordance with the physician’s schedule. In all such interactions, they must maintain a very professional relationship.
Communication Across Cultures

Medical office managers have to deal with various people coming from diverse backgrounds and cultures. It is therefore important to be aware of various types of gestures that are unacceptable in some cultures. For example, the “thumbs-up” gesture indicates approval in the American culture, but in Iran and Iraq it is considered obscene. It is therefore very important to understand and respect the diversity of cultures.