



Practice Management Curriculum

Staffing Do's and Don't's

While you are still in residence, you can learn a lot about what happens behind the scenes in an office or clinic:

- Talk to the receptionists, clinic managers, technicians and nurses.
- How were they hired?
- What are their job descriptions and responsibilities?
- How are they evaluated?
- Who do they report to?
- If possible, obtain copies of job descriptions, office policies and procedural manuals for the staff positions you think you will need in the future.

Do:	Don't:
Dedicate time to doing this right.	Abdicate. Learn about office jobs. Don't assume your staff will look for the most efficient way to do things and improve your practice.
Develop a standardized interview protocol.	Get people to do tasks that they aren't well suited to.
Draw up a comprehensive contract for every employee.	Have a reactionary hiring/firing approach.
Set aside time to watch staff operate (office walk about).	
Know what your staff is doing, understand their jobs.	
Write job descriptions based on task descriptions. Hire someone to do the jobs you need accomplished.	
Make sure the right things are being done by the right people.	
Set up efficient office infrastructure and communication framework.	
Conduct regular performance evaluations.	
Consult your lawyer before terminating any employee.	
Thank staff for a job well done!	