

**Finally, an online course that allows you to increase your ability to
focus on taking care of the patients and let go of your headaches!!**

Chiropractic Office Managers Training Course

**Whether you've been in practice for 20 years, you're a new doctor, a doctor's spouse, a current office
manager, or a top-performing CA that wants to step-up.....you need this course.**

What can an exceptionally trained office manager do for you?

- Help you increase income and volume as you are freed up to focus on patient care
- Oversee accounts receivable and payable
- Keep your internal and external marketing campaigns active and productive
- Supply you with necessary reports so you know what is really going on in your office every day
- Professionally recruit, hire, train, and manage your staff
- Ensure compliance and help to stay out of trouble with HIPAA and OIG Fraud and Abuse (i.e. Medicare documentation)
- Set goals and generate statistics to know if you are on target daily to reach those goals

**Course
Description
On Reverse
Side**

International Center for Chiropractic Office Managers

From the one-doctor environment to multi-disciplinary centers, ICCOM is designed to assist you, - the doctor - develop and increase your business.

ICCOM is the premier institute in chiropractic office management. We are committed to advancing the understanding of managing a chiropractic office in this increasingly electronic and global environment through education in Becoming a Staff Leader, Personnel Management, Practice and Revenue Enhancement, Health Care Law and Ethics, Compliance, and Statistical Management .

Through its online education center, ICCOM explores and delivers the most advanced management systems and processes to chiropractic professionals involved with day-to-day office management by providing monthly e-newsletters, online classes and a help center, management and compliance manuals, professional links, and the "ASK, EDIE" questions and answers resource.

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**Our products have been sold throughout the United States and Canada
and our articles are published in many national and state publications.**

What you and your office manager will learn from this comprehensive course?

12 Modules
Take each module
when it is
convenient for
you!

Managing and Leading

- Being a Leader
- Making the Transition to Management Organizing • Matching People to Tasks
- Decision Making: Individual vs. Group Process
 - Managing Conflict
- Studying and Assessing Problems • Your Role with the Doctor
- Job Description • Power: What It Is and How to Get It
- Business Plan of Operation • Managing Your Time

Weekly online
chats and email
contact with
Edie!

Chiropractic and Healthcare Terminology

Personnel Management (2 modules)

- Federal Rules for Employee Record Keeping • Statutes Overview
 - Staff Assignments and Preparing Job Descriptions
- Recruiting, Hiring, and Training • Disciplining and Terminating Staff
- Writing an Employee Handbook • Conducting Staff Office Meetings

Practice Enhancement

- The Approach to a Marketing Plan • Practice-Building Guidelines
 - Expanding Market Depth, Share, and Breadth
- Three Secrets to Marketing • Utilizing Network Marketing and Social Media

Health Care Law and Ethics (2 modules)

- Law and the Practice of Chiropractic • The Doctor-Patient Relationship
 - Patient Record Documentation, Organization, and Maintenance

Revenue Management (2 modules)

- Paying Bills, Purchasing, and Vendor Relationships
 - Budgeting and Forecasting, Banking
 - Billing and Collections Legal Requirements
 - Coding and Documentation
 - Insurance Collection Follow-Up System
- Understanding Medicare Basic Principles and Documentation
 - Workers Compensation and Managed Care
 - Accounts Receivable Auditing

Compliance (2 modules)

- Establishing a Compliance Program
- HIPAA and Medicare (OIG Rules on Fraud and Abuse) Compliance

Statistical Management and Goal Setting

- Assigning Stats Based on Desired Outcomes
- Monitoring Stats • Generating Reports

Course Descriptions Subject to Change

Log on today at
www.ICCOM.org for fee
and payment options.
Or contact Edie at
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edie@ICCOM.org.