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|  | Employee Evaluation & Wage Review |  |  |
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|  | |  |  |  |  | | --- | --- | --- | --- | | **19. Job Knowledge** - Demonstrates working knowledge of procedures and health  **20. OSHA & HIPPA Compliance** - Understands regulations and performs tasks appropriately  **21. Expense Management** - Operates and uses supplies to maximize cost efficiency  **22. Inventory** - Has ability to keep a well-recorded stock of items used and needed  **23. Availability** - Is available to work any shift as needed by the practice | 3  3  3  3  3 | 2  2  2  2  2 | 1  1  1  1  1 | |  |  |  |  | | TOTAL SCORE GENERAL (MAXIMUM 69) |  |  |  | |  |  |  |  | | FRONT OFFICE | Exceeds | Meets | N.I. | | **24. Scheduling** - Maximizes production by scheduling appointments  **25. Computer Skills** - Effectively navigates all computer programs necessary to complete tasks  **26. Telephone Manners** - Sounds professional & successfully uses supplied scripts/techniques  **27. Case Presentation** - Has capacity to accurately prepare and effectively present quotes  **28. Patient Flow** - Has ability to keep schedule on time and limit patient waiting times  **29. Insurance/EOBs** - Has capacity to read, understand, and process insurance breakdowns & EOBs  **30. Office Tidiness** - Keeps waiting rooms, bathrooms, & break room cleaned and stocked | 3  3  3  3  3  3  3 | 2  2  2  2  2  2  2 | 1  1  1  1  1  1  1 | |  |  |  |  | | TOTAL SCORE FRONT OFFICE (MAXIMUM 21) |  |  |  | |  |  |  |  | | BACK OFFICE | Exceeds | Meets | N.I. | | **31. Clinical Skills & Duties** - Has mastery of clinical procedures and daily maintenance duties  **32. Patient Preparation** - Prepares instruments & room, obtains tests, gains written consent  **33. Chairside Manner/Gentleness** - Performs procedures with minimum discomfort to patients  **34. Patient Treatment** - Has ability to accurately complete test results and needed treatment  **35. Charting Accuracy** - Has capacity to chart from dictation and complete procedure notes  **36. Patient Dismissal** - Provides post-op instructions, hands patient to front, sterilizes room/supplies  **37. Lab** - Completes cases with accuracy & urgency, does not leave cases unmarked or unfinished | 3  3  3  3  3  3  3 | 2  2  2  2  2  2  2 | 1  1  1  1  1  1  1 | |  |  |  |  | | TOTAL SCORE BACK OFFICE (MAXIMUM 21) |  |  |  | |  |  |  |  | | TOTAL OVERALL SCORE (MAXIMUM 90) |  | | | | |  |

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|  | Employee Evaluation & Wage Review |  |  |
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