

THE ULTIMATE “OFFSITE” STAFF TASK LIST FOR GENERAL PRACTICE

138 Tasks That General Practice Can Now Move Offsite

Documents and Results Management		No	Yes	System Built
1	Get scanned documents and split into individual PDF documents by patient			
2	Assign right files to right patients and doctors with right descriptions			
3	Ensure any unallocated reports are promptly reviewed and allocated/deleted			
4	Contact physical/fax letter senders and ask to switch to e-letters			

Medicare and Billing Administration		No	Yes	System Built
5	When trained, manage Bulk Verification of Medicare/DVA eligibility en masse			
6	Check payments (Medicare Online) to reconcile incoming payments/identify			
7	When trained, manage Bulk Bill (BB) Batching: Group, send MBS and DVA BB Claims			
8	When trained, check and clean appointments that have not been billed yet			
9	When trained, manage debtors and chase unpaid debts until paid			
10	When trained, ensure all private telehealth payments are reconciled to activity			
11	When trained, manage Bulk Health Identifier lookup to optimise use of eHealth			
12	Ensure unpaid invoices are changed to BB when relevant to minimise outstandings			

Revenue Generating Activities		No	Yes	System Built
13	When trained, flag on the day opportunities eg from Cubiko/Database Searches			
14	When trained, schedule nurse and/or GP CDM appointments			
15	When trained, identify and book patients due for follow up			
16	When trained, re-engage patients through email and SMS			

Appointment Systems		No	Yes	System Built
17	Ensure appointment platform and practice management software are in sync			
18	Ensure right resources are allocated for the appointments (eg: rooms/vaccines)			
19	Ensure right information/confirmations are in place in appointment bookings			
20	When trained, create appointment funnels (eg ensuring videos/reminders correct)			
21	Ensure all appointments are confirmed and follow up non-responders			

Practice Management Software (PMS) Administration		No	Yes	System Built
22	Modify/Edit/Create New Letter Templates in PMS to maximise GP efficiency			
23	Understand software data entry points and most important ones to keep 'clean'			
24	Clean and maintain the contact list to increase efficiency of correspondence			
25	Clean up and maintain all the other clinical list (Reminder / Recall / Autofils)			
26	Receive voice memos from Practice Manager and/or GPs and action			
27	If requested, transcribe voice memos and add to patient record or relevant location			

Calendar/Diary Management		No	Yes	System Built
28	If requested, schedule appointments and put in Practice Manager's calendar			
29	If requested, reconfirm Manager's appointments 24 hours before appointments			
30	If GP is running late, inform patients to help minimise wasted time			
31	Look 2 weeks ahead and ensure details for appointments are in the diary			
32	If the meeting is off-site, add address, link to map and block travel time			
33	After appointments, ask if notes are needed and if so put into dairy			
34	If requested, book meeting room and add details in Practice Manager's diary			
35	If requested, make restaurant bookings and put in Manager's diary			
36	If requested, book flights or accommodation and put in Manager's diary			
37	Put staff birthdays in a calendar and remind Practice Manager on the day			
38	Receive voice memos and action to save Manager or GP Owner time			

Admin Tasks		No	Yes	System Built
39	When you learn anything new, make a system in Practice Intranet			
40	Work with Manager to help them document systems in Practice Intranet			
41	When trained, take systems and turn them into 1-page flowcharts			
42	If requested, attend meetings with Manager and take meeting minutes			
43	When trained, assist Manager with stock take and re-ordering new stock			
44	When trained, work with Manager to pay outstanding invoices			
45	Ensure files added to Practice Management Software are correctly labeled			
46	When required, prepare travel itineraries for Manager or team members			
47	If requested, track missing or delayed packages until they arrive			
48	If requested, help Manager organise business or social events			

Customer Service		No	Yes	System Built
49	Check all incoming emails and delete all spam messages for Manager			
50	Work with Manager to identify wanted promotional emails and forward			
51	Work with Manager to identify unwanted promotional emails and archive			
52	Work with Manager to write scripted replies to all common emails			
53	Check company Inbox 3-4 times per day and reply to common emails			
54	For difficult emails, notify the Manager and support them to reply			
55	Check company Spam Folder once a day to find and retrieve non-spam			
56	When trained, answer incoming phone calls and assist with enquiries			
57	Check company voicemail 3-4 times per day and call back or forward			
58	When trained, make outbound phone calls to patients			
59	Check Facebook page messages and reply or forward all messages			
60	If you have Live Chat on website, manage all messages and reply			
61	Email or call people that have recently left a Review to say thank you			
62	If requested, organise gifts or hampers to be sent to staff or VIPs			

GP Recruitment		No	Yes	System Built
63	When trained, assist Manager to advertise for new GPs			
64	When trained, do targeted outreach to potential new GPs			
65	When trained, assist Manager to respond to GP leads and inquiries			
66	When trained, work with Manager to prepare and send contracts			
67	When trained, assist Manager with the onboarding of new GPs			
68	When trained, assist Manager with the setup on new GP Software Stack			
69	Work with Manager to plan future GP Recruitment marketing/promotions			
70	Organise and submit GP Medicare forms to ensure efficient onboarding			

Task Management		No	Yes	System Built
71	Take any new task given to you and put into your task management tool			
72	Check tasks due today and complete them or mark percentage complete			
73	If you have a lot of tasks, ask your Manager to help prioritise your list			
74	When trained, oversee your Practice Manager's task list and keep it updated			
75	When trained, oversee and manage the tasks of other offsite team members			

Website Update & Management		No	Yes	System Built
76	Work with Manager and copywriter to add new content to website			
77	Add new posts/pages to blog when you have new articles/videos			
78	Ensure all images on the website are optimised for size and SEO			
79	Test website on various devices and make a list of all the errors			
80	Work with website developer to manage and fix all the errors			
81	If using WordPress, update to the latest version and manage plug-ins			
82	Review Google Analytics, gather insights and report key findings			
83	Work with Manager to create and update your website's FAQs page			
84	Review support emails monthly to suggest possible website improvements			

Database Management		No	Yes	System Built
85	Review all new database contacts daily and delete all spam emails			
86	Review new contacts and capitalise the first letter of their names			
87	Ensure all mobile phone numbers are properly formatted for SMS			
88	Remove contacts from your database that requested to be removed			
89	Find emails perpetually hard bouncing, then call/SMS to get new email			
90	If a mail is returned to sender, call/SMS to get a new postal address			
91	If required, work with team members to prepare labels for mailouts			

Email Newsletters		No	Yes	System Built
92	Work with Manager to plan newsletter emails needed for the month			
93	Work with copywriter to get text required for newsletter emails			
94	Enter emails with copy, images and links into your email platform			
95	Send Manager final tests of marketing emails to get approval			
96	Send out approved newsletter emails and monitor results			

Content Creation		No	Yes	System Built
97	Work with Manager to decide topics you will create content on			
98	Find articles or content that can be shared via social media			
99	Work with Manager to write copy to go with the social posts			
100	If needed, use a tool like Otter.ai to convert audio into text			
101	Work with the copywriter to turn audio and text into articles			
102	Find royalty-free images to accompany articles and social posts			

Video Marketing		No	Yes	System Built
103	Help Manager plan out videos that need to be recorded			
104	When trained, manage the editing and exporting of videos			
105	Write titles, descriptions and promotional copy for videos			
106	Manage the uploading of videos to YouTube and other places			
107	Manage all the comments that appear in response to videos			
108	Review the stats of your videos to find insights and trends			

Graphic Design (using Canva)		No	Yes	System Built
109	Design posts for agreed Social Media Platforms (Eg: Facebook, etc)			
110	Design promotional images that go into emails newsletters			
111	Design flyers or posters for upcoming in Practice promotions			
112	If requested, design invitations, brochures or Christmas cards			
113	If requested, design PowerPoint slides for your Manager			

Social Media Management		No	Yes	System Built
114	Resize and crop photos before uploading to social media			
115	Research and document ideas for future social media content			
116	Use social media scheduling tool post to social media pages			
117	Work with Manager to reply to social media comments or DMs			
118	If Practice is a part of a Facebook Group, help to manage it			
119	If required, assist Manager to manage their LinkedIn page			

Marketing		No	Yes	System Built
120	When trained, make outbound phone calls to increase new appointments			
121	When trained, create a list of other businesses you can partner with			
122	When trained, work with Manager to reach out to new partners			
123	Secure new partners and work out a plan for sending cross-referrals			
124	Speak with Manager about the success of partnerships to keep or stop			
125	When trained, work with Manager to create and approval local Ads			
126	When trained, work with Manager respond to any media enquires			

Human Resources (HR)		No	Yes	System Built
127	Work with Manager to create job descriptions and ads for new hires			
128	When trained, post new job ads onto required job boards/sites			
129	When trained, assist Manager to review and filter new job applicants			
130	When trained, assist Manager with the onboarding of new employees			
131	Set reminders for staff birthdays, work anniversaries, performance reviews			

Research		No	Yes	System Built
132	When trained, research target market and prepare findings for Manager			
133	When trained, research competitors and prepare findings for Manager			
134	When trained, research awards you can enter and prepare submissions			
135	If requested, research suppliers for works, create brief and request 3 quotes			
136	If requested, research industry trends and summarise findings for Manager			
137	If requested, attend webinars for your Manager and summarise findings			
138	If requested, research gifts for staff, customers, family or friends			

The Smartest Way To Find & Recruit “Offsite Staff” for Your General Practice



If you want to add speed, efficiency and redundancy to your General Practice, you need to embrace “Offsite Staff”. And when it comes to location, we’ve discovered that The Philippines offers the best combination of price and quality. However, finding, interviewing and hiring team members can be difficult, time consuming and problematic. That’s why we created GPHERO™. GPHERO™ is a done-for-you service that leverages more than 10 years of experience to help you find and hire amazing talent at a fraction of the cost of doing it yourself. Furthermore, when hired, GPHEROs go through General Practice specific training, which helps them become proficient in most of the skills above. Finally, they work from our dedicated office with high-speed internet and we give you all the management support you need.

To find out more about how we can help you grow your General Practice faster, visit: www.GPHERO.com.au