ADMINISTRATIVE SUPPORT FOR OAKWOOD FAMILY MEDICINE

Practical support for the work around patient care.

HEALTHCARE / ROUND ROCK, TEXAS

Virtual administrative support for a healthcare practice.

Client project / Oakwood Family Medicine

CLIENT

Oakwood Family Medicine

INDUSTRY

Healthcare

SERVICE

Virtual assistance

Care takes focus. Administration takes time.

ABOUT THE PRACTICE

Oakwood Family Medicine provides primary care services, including preventive care, chronic disease management, immunizations, and routine examinations.

THE CHALLENGE

Scheduling requests, administrative emails, billing tasks, and records need consistent attention throughout a busy practice day.

THE OPPORTUNITY

Give the practice team more room to focus on patients by supporting routine administrative work.

Support for the details.

Areas of virtual administrative support

01 / APPOINTMENTS

Coordinate bookings, rescheduling requests, and reminders.

02 / COMMUNICATIONS

Sort emails, respond to routine administrative inquiries, and direct clinical questions to practice staff.

03 / BILLING SUPPORT

Assist with invoices, payment tracking, and administrative follow-ups.

04 / RECORDS

Maintain administrative files according to the practice’s procedures.

05 / TASK FOLLOW-UP

Share updates and follow up on outstanding work.

Support areas shown; access and responsibilities follow the practice’s approved procedures.

Familiar tools.
A more focused day.

TOOLS USED

MondayBoard / Trello / Asana
Task and workflow management

Slack
Team communication

Zendesk
Inquiry management

QuickBooks
Billing support

THE VALUE

With reliable administrative support, a healthcare team can spend less time coordinating routine work and more time focused on patients.

THE RIGHT FIT

Tasks and access are subject to the practice’s approved procedures.

Tool use follows the practice’s approved systems and privacy requirements.