

ROSS CENTER CLINICIANS BENEFIT FROM:

Flexibility in Scheduling:

- Create your own schedule, including daytime, evening, or weekend hours
- In person or remote visits depending on client needs and personal preference
- Team support for coverage during time off such as maternity leave

Professional Office Suite:

- Centrally located in midtown Manhattan within walking distance of both Central Park and Columbus Circle. Easily accessible via the F train to 57th Street, the N/Q/R/W to 57th Street or N/W/R to 5th Avenue. It's a short walk from Columbus Circle and subway lines 1/A/B/C/ D as well.
- Fully equipped offices set up to allow for both in person and remote visits
- Fully staffed waiting area
- Cleaning service and break room
- Professional security system

Opportunities for Collaboration and Networking:

- Weekly supervision for all clinicians upon joining, at no cost
- Additional supervision as needed depending on cases, at no cost
- Weekly clinician meetings, drop-in attendance
- Monthly staff wide office meetings, lunch provided
- Consultation with clinicians outside of Ross, as needed, at no cost
- Volunteer participation in our DEI taskforce, informed by our DEI consultants
- Formal and informal connections among providers over shared cases and challenges

Unparalleled Administrative Support:

- Full time coverage, including evenings and weekends, with patient care coordinators who provide key services, including:
- Ensure all screening materials are completed prior to first appointment
- Electronically send all forms for signature
- Collection of all records, consents for collateral information from other providers
- Manage all scheduling issues
- Manage all prescription refills, prior authorization requests, and insurance company requests
- Handle all billing and collections, with processes for managing Accounts Receivables
- Handle all telemedicine inquiries and scheduling; assist patients with telehealth platform
- Manage all questions and concerns from patients, and serve as liaison to clinician
- Keeps abreast of COVID updates per state, and ensures processes are followed
- In-person check-in and waiting room management

Clinical Management:

- Medical Director, Clinical Director and Office Director
- Support from Directors of Testing, DBT, Child Programs
- Clinical issues that prove difficult are handled by a team of experts
- Opportunities for growth in creation of new clinical programming

Administrative Management:

- Director of Operations and Office Managers with full responsibility for administrative team and internal processes

The Ross Center has been providing the highest quality mental health services for close to 30 years.

With outpatient offices in Washington DC, Vienna VA and New York City, we bring cutting edge treatment to patients suffering from a wide variety of mental health disorders. Our clinicians benefit from a collaborative work environment, sharing resources and consulting on patients in an open, supportive practice.

With a large administrative team, we take care of all appointment scheduling, billing, and any other administrative issues that arise.

We are like minded clinicians who:

- Are committed to staying abreast of best practice mental health care
- Believe that collaborative care provides better outcomes
- Value the relationships and reputation built by The Ross Center over the past 30 years
- Appreciate a supportive atmosphere that extends from clinical colleagues through the administrative team

- Ensures all systems are updated and working optimally - EMR, telemedicine platform, project management software, digital signing software
- Maintains PCI compliance for storage of all credit cards
- Ensures all systems are HIPAA compliant and have signed BAA in place
- Manage full administrative support team, including hiring and HR issues
- Updates processes as clinically needed
- Management of medical records while with The Ross Center and after clinicians leave
- Full complement of forms, documents and screening tools for use with patient care and management

Technological Resources and IT Data Support:

- Full access Electronic Medical Records system (EMR) with all the latest features including ipad and iphone capability, secure messaging, patient portal, electronic prescribing and labs
- VOIP phone system with iphone app to allow you to appear in the office even when at home
- HIPAA compliant platform for telehealth visits
- Secure, protected network for email communication between clinical and administrative teams
- System maintenance to ensure computers are regularly updated to remain compatible with EMR, telehealth platforms
- Management of system problems when they occur, with escalation options if urgent issue arise
- Fully protected platform for document storage and management

Marketing Team:

- Creates your professional bio to reflect your unique style of practice
- Promotes you in our newsletter to over 8,000 subscribers
- Assists you in content creation to share on our website and in our newsletter
- Writes program development pages
- Creates social media content and posts on multiple platforms
- Manages website content and design
- Promotes Ross Center staff and programming using listservs, direct mail, social media, website, press releases, and e-newsletters
- Maintains networking database
- Provides surveys for feedback following programs
- Updates website using SEO best practices, ADA compliance standards, etc.
- Support for programming and presentations led by providers, including promotion, design, registration, and virtual technology functions

Professional Development Program:

- Programming based on the highest standards of the American Psychiatric Association and American Psychological Association – The Ross Center is an APA approved sponsor of continuing education
- Access to low cost or no cost CE or CME credits through Ross Center programming.
- Commitment to ensuring all clinicians have access to DEI programming at no cost
- Clinician-informed programming is a priority
- Full team support and established infrastructure for content creation that includes Powerpoint presentations, handouts, and resource lists.
- Opportunities to create and lead programs based on expertise
- Opportunities to write blog posts and contribute to articles based on expertise

Healthcare and Employment Law Attorneys :

- Monitor for changes in employment law
- Monitor ADA statutes and keeps us compliant
- Keep us abreast of telemedicine regulations in all states in which we practice
- Inform us of new regulations such as the No Surprises Act and keeps us compliant
- Ensure that all records requests, subpoenas, etc. are handled properly
- Develop consents for care, opting out of insurance and other relevant client forms to protect clinicians

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