

Table 1 Areas Covered in a Comprehensive Operational Assessment

Physician professional relations	Practice management systems
Practice governance	EMR and PAC systems
Organization structure	Managing professional liability risk
Personnel	Appointment scheduling
Payor agreements	Marketing/practice promotion
Billing and collections	Physical facilities
Accounts receivable management	Records
Finances	Telecommunication systems
Internal controls	Use of the Internet
Use of outside advisors	Compliance with regulations