ClinicOps

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Fractional Operating Partner Scope of Work

What a fractional operations partner does every week, month and quarter, what your team keeps, and how the handoffs work.

This is the written scope of the ClinicOps Fractional Operating Partner: what a fractional operations partner does for an independent practice every week, month and quarter, what your own team keeps doing, and how work passes between them. Use it to judge whether fractional help fits your practice, and as a checklist against any provider you consider, us included.

70.0%
of private industry compensation cost is wages and salaries; benefits are the other 30.0%
BLS, June 2026

$105,770
median pay for medical and health services managers in offices of physicians
BLS, May 2025

16%
of medical groups had an administrative job open six months or longer
MGMA Stat poll, Nov 3, 2026

Does fractional fit? Tick what is true

- ☐ **Most of the gap is systems, deadlines and oversight, not someone physically at the front desk.**
  Fractional replaces the design and oversight part of a manager's job, never the in-person part.
- ☐ **The owner is pulled into office problems several times a week.**
  That is the gap a partner closes first.
- ☐ **You have, or will keep, at least one person on site who runs the desk day to day.**
  A partner builds and runs the system; your team works inside it.
- ☐ **You can give 30 minutes a week, the same slot every week, to a huddle.**
  Without the huddle, nothing gets decided.
- ☐ **You want written procedures, owners and numbers, and you will let the team use them.**
  A partner who cannot change how work is done cannot help.
- ☐ **Your systems (phones, scheduling, task tool, shared drive) belong to the practice's own accounts.**
  Everything built stays with the practice, whoever runs it.

Five or six ticks: fractional fits. Three or four: start with one install, then decide. Two or fewer: you need a person on site first.

What a full-time hire really costs

The salary line is never the whole cost. BLS measures what employers pay in total: in private industry, wages are 70.0% of compensation cost and benefits 30.0% (June 2026). Fill in your own figures.

Line	How to work it out	Worked example	Your practice
A. Salary for the role	Your posted range midpoint, or the BLS median for the job code	$105,770 (BLS median, offices of physicians, May 2025)	
B. Loaded cost a year	A / 0.70 (wages are 70.0% of total compensation, BLS)	$151,100	
C. Weeks the role sits open	Your estimate, or your last search	16	
D. Owner hours a week covering while it is open	Your estimate	10	
E. Value of one owner clinical hour	Clinical revenue / clinical hours	$250	
F. Cost of the vacancy	C x D x E	$40,000	

Worked example: A is the federal median, not a quote; C to E are illustrative. Recruiting fees, overtime while the role is open and the months before a new hire is fully productive are extra. Use the result to compare options, not as a forecast.

Every week

What the partner does	Standard
Runs a 30-minute huddle with the owner and the office manager: the numbers, the one biggest issue, one recommendation, the decisions and next week's dates.	Same slot every week; written notes the same day
Keeps the owner dashboard current: new patients, response time, bookings, no-shows, follow-ups, recall, reviews, payroll share, cash runway.	Updated before the huddle
Administers the systems: task board, SOP library, schedule templates, phone routing, forms, access lists.	Fixes made inside 2 business days
Answers the team's operations questions through one channel.	Same-day priority response on business days
Sets up new hires (accounts, SOPs to read, first-week plan) and offboards leavers.	New hires inside 48 hours; leavers the same day

Every month and every quarter

When	What the partner does	What you receive
Monthly	Writes the operations report: what moved, what was fixed, what is at risk, one recommendation.	A written report and a 30-minute walkthrough
Monthly	Checks the compliance calendar: training, license, DEA and CLIA dates, exposure control plan, access reviews.	The next 90 days of dates, each with an owner
Quarterly	Builds or redesigns up to two systems: for example a waitlist, a recall routine, an onboarding plan, a cash close, an SOP set.	Working systems, written SOPs, a trained backup
Quarterly	Holds the owner review: the year's plan row by row, what to change, what to stop.	An updated one-page plan
As needed	Evaluates tools and vendors against the practice's needs. No commissions from any vendor.	A written comparison and a recommendation

Who does what

Work	Fractional Operating Partner	Your team on site	Owner
Answering phones, check-in, check-out	Designs the scripts, windows and SOPs; watches the numbers	Does the work every day	Sees the numbers weekly
Schedule, waitlist, recall	Builds templates and routines; fixes what breaks	Runs them daily	Approves template changes
Hiring	Writes the description and onboarding plan; sets up accounts	Interviews alongside the owner; trains	Decides who is hired
Clinical decisions	None	Clinical staff, under the physician	Decides
Cash and payments	Designs the controls and the close	Counts, deposits, reconciles	Reviews and signs
Compliance dates	Keeps the calendar and chases owners	Completes training and renewals	Signs what must be signed

How requests and handoffs work

- One channel for every request, so nothing lives in someone's text messages. Each request gets an owner and a due date on the task board.
- Urgent clinical or safety issues never wait for the partner: they follow the practice's escalation ladder on site.
- Decisions go to the weekly huddle with a recommendation; the owner decides; the partner records it the same day.
- Everything built lives in the practice's own accounts and folders, so the team can see it and keep it.

The first 30 days

Days	What happens	Done when
1 to 10	Access set up under a business associate agreement; every system, login owner, vendor and recurring task listed; four weeks of numbers pulled.	The owner has a one-page map of how the practice runs today
11 to 20	The weekly huddle starts; the dashboard goes live; the three biggest gaps are priced in hours or dollars.	The first decision is made from a number
21 to 30	The first fix is installed with an SOP and an owner; the compliance calendar is complete.	One number has moved, and the team runs the fix without the partner

What is not included

- Insurance work of any kind.
- On-site work. Your team on site runs the desk and the rooms.
- Clinical decisions, legal advice and tax advice. Those stay with your clinicians, your counsel and your accountant.
- Recruiting or placing candidates. The partner writes the role and the onboarding; the practice hires.

Data, privacy and ownership

Where the work needs access to protected health information, a business associate agreement is signed first: a practice may let a business associate handle that information only with satisfactory assurance, in writing, that it will be safeguarded (45 CFR 164.502(e) and 164.504(e)). Access is the least the work needs, by named account, and is removed the day the engagement ends. Every SOP, tracker, template and dashboard belongs to the practice.

Term, and how it ends

A three-month start, then month to month with 30 days' notice. Scope guarantee: if a listed deliverable is not delivered in a month, that month is not charged. When it ends, the partner hands over every document, login list and open item in a written handover, and the practice keeps running on its own systems. Current terms are on clinicops.us.

Practice	Owner	Office manager or on-site lead	Huddle day and time

When it goes wrong

If	Then
A request falls outside the scope	The partner says so in writing the same day, with the closest in-scope option. The owner decides whether to add it as a quarterly build.
A fix takes longer than 2 business days	The partner tells the owner before the deadline, with the reason and a new date. A repeat is raised at the huddle.
The office manager leaves	The partner keeps the systems running, writes the description and onboarding plan, and sets up the new hire inside 48 hours of their start.
The owner misses two huddles in a row	The partner sends the decisions needed in writing. Without decisions the scope cannot be delivered, and that is raised at the quarterly review.
The practice decides to hire a full-time manager	The partner writes the role and hands the systems over. Fractional help often ends this way, and the systems stay.

The full comparison of fractional help with a full-time hire is in the fractional practice management guide.

Sources

Checked against the original source in November 2026. Rules and figures change: confirm anything time-sensitive on the source page.

1. BLS, Employer Costs for Employee Compensation: private industry wages 70.0%, benefits 30.0% (June 2026) (Sept 9, 2026). bls.gov/news.release/ecec.nr0.htm

2. BLS Occupational Outlook Handbook, Medical and Health Services Managers: $105,770 in offices of physicians (May 2025 data). bls.gov/ooh/management/medical-and-health-services-managers.htm

3. MGMA Stat, open administrative jobs: poll of Nov 3, 2026, 186 respondents (Nov 4, 2026). mgma.com/mgma-stat/4-in-5-medical-groups-report-open-admin-jobs

4. 45 CFR 164.502(e), disclosures to business associates (eCFR, current to Nov 13, 2026). ecfr.gov/current/title-45/section-164.502

5. 45 CFR 164.504(e), business associate contracts (eCFR, current to Nov 13, 2026). ecfr.gov/current/title-45/section-164.504

Where this document stops

It shows what the work is. Seeing it run in your practice is the next step:

- **A scope of work cannot run a single huddle or fix a single system.**
- **It cannot tell you which of your gaps costs the most until someone prices them with your numbers.**
- **It cannot keep a system from sliding back the month nobody is watching it.**

Fractional Operating Partner: we run and keep improving the whole operation every month, so it never slides back.

Book the free 20-minute Chaos Audit >

It is a diagnostic call, not a sales call: we walk back the last thing that slipped, put an hours or dollar figure on it, and you leave with the first fix whether or not you hire us.

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