



Job Title: Dental Patient Care Coordinator
Department: Dental
Supervisor: Dental Manager
FLSA Status: Non-Exempt
Approved Date: 02/2020

Position Summary

Provides exemplary customer service as the clinic's first point of contact for patients and customers by answering multi-line telephones, scheduling appointments, checking patients in/out, registering new patients, verifying insurance, printing out and reviewing treatment plans with patients, coordinating referrals, pre-authorize dental treatment with insurance companies, and leading the implementation of service enhancement processes and providing performance feedback and coaching.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Greets and screens all visitors and/or solicitors entering reception area.
2. Opens and closes reception department according to protocols.
3. Schedules patient appointments according to scheduling guidelines and protocols. Reschedules appointments and records interaction in patients chart as necessary.
4. Answers telephone in cheerful manner, screens incoming calls, takes appropriate messages, transfers calls when appropriate and follows through as the call was received.
5. Checks in patients, assisting patient with registration packet as needed. Checks out patients and schedules next necessary treatment.
6. Collects payments and processes as required referring applicable patients to the Dental Financial counselor as needed.
7. Runs reports and follows up as necessary (i.e. recall report, daily batch report). Works the recall list to ensure a full dental/hygiene schedule.
8. Verifies patient insurances, checks credits prior to appointments and completes insurance run down for appropriate treatment plans working closely with the Dental Financial Counselor.
9. Verifies demographics and insurance information and scans insurance card(s)/photo ID during the check in process to ensure accuracy and completeness, as well as the correct dental provider entered into the patient's dental record.
10. Monitors patient check-in times and patient flow in lobby. Keeps waiting area neat and clean.
11. Interprets for back office as needed.
12. Prints and reviews treatment plans with patients providing cost estimates. Answer questions regarding treatment plans.
13. Process pre-authorizations for treatment with insurance companies.

14. Process referrals and coordinate and receive responses from referral sources.

15. Provides back up coverage and support to team members as needed.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED) and 3 years' experience in dental scheduling and treatment planning preferred.

Certificates, Licenses, Registrations

Dental Assistant Registration preferred.

Bilingual

Bilingual in Spanish/English is preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date