

JOB DESCRIPTION

POSITION

Position Title: Patient Coordinator

Effective Date: 03/01/2020

Reports To: Practice Dentist, Associate Dentist, Regional Manager or Office Manager, as assigned

Status: Nonexempt, Regular, "At Will" Work Status, Full-Time, Part-Time

POSITION SUMMARY

Under direct and indirect supervision, the Front Desk Coordinator will answer inquiries and obtain information for general public, patients, visitors, and other interested parties. This role will provide information to callers and perform routine clerical and administrative functions such as answering phone calls, drafting correspondence to patients and insurance providers, respond to explanations of benefits, scheduling and confirming appointments, organizing and maintaining paper and electronic files, presenting cases, track and balance, credit transactions, and other basic financial support functions. Submits pre-authorizations for patients.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

- Sitting 80%.
- Standing/walking 20%.
- Moderate noise levels from dental and other lab equipment.
- Medical, office, and lab setting.
- Minimum moving requirements of 35 pounds in order to accept equipment deliveries and pack and unpack office supplies.
- Frequent client and interoffice personnel interaction as this position meets and greets patients and is heavily dependent on excellent customer interaction.
- Hearing – Must be able to hear telephonic equipment and comfortably communicate with patients and others by telephone and in person.
- Near Vision - The ability to see details at close range (within a few feet of the observer) as required for business software, and operating office machines.
- Exceptional hand dexterity and typing skills to work with standard software programs provided.

RESPONSIBILITIES

- Operate telephone and patient communication software to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Be knowledgeable in the operation and maintenance of equipment at the front desk.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as they are developed and implemented.
- Memorize and use scripts effectively both over the phone and in person.
- File and maintain paper and electronic records.
- Complete daily assigned reports.
- Prepare information for morning huddle.
- Monitor reception area for neatness and cleanliness. Replace magazines into racks or arrange onto tables. Reposition chairs, dispose of trash, and stock coffee station, etc.

- Responsible for filling open appointments in the schedule, post op, confirmation calls and friendly reminder calls to patients.
- Monitoring the schedule and notifying the patients who are waiting in reception area of any delays. Notifying appropriate staff of patient arrival.
- Set up appointments with specialists when indicated, coordinate with specialist' office, send x-rays, explanatory letter, and provide a referral card/pamphlet for specialist to patient.
- Verify the office has x-rays from referring dentist when appropriate.
- Submit Head-start documentation to school programs daily.
- Check patient records and provide with appropriate and necessary forms upon arrival (i.e., HIPPA consent, contact information, etc.,).
- Input referral source for new patients into the system.
- Update patient demographics and patient financials for all patients at each visit.
- Prepare End-Of-Day routine, including but not limited to reconciling production and collection, settling credit card accounts, and preparing deposits.
- Verify and review routing slips daily.
- Review clinic and hospital schedule for appropriate patient volume.
- Review schedule correctly according to office template.
- Submit Pre-Authorizations for patient.
- Follow up on pre-estimate, pre-authorization, and pre-determination requests.
- Create insurance claims for billing department to process.
- Collect, sort, distribute, and prepare mail, messages and courier deliveries.
- Input data into computer by typing at least 40 wpm with minimal errors.
- Provide information about the practice, such as location of offices, employees within the organization, or services provided.
- Transmit information or documents to patients using computer, mail, or facsimile machine.
- Balance credit transactions, cash box and provide basic financial clerical support duties.
- Present treatment plans to patients and assist in treatment acceptance to meet office production goals.
- Present financial options and make necessary payment arrangements and scan into patients' chart.
- Must always represent the practice in a professional, pleasant, and cooperative manner.
- Maintain regular attendance and adhere to assigned work schedule and office policies.
- Must be able to comfortably and efficiently handle multiple deadlines and task assignments.
- Must be able to work both independently and cooperatively in team settings.
- Occasionally there may be some travel, by car or plane, required in order to participate in continuing education or seminars.
- Community outreach and marketing.
- Other duties and tasks, as assigned periodically.

REQUIREMENTS

- Always maintain the highest level of confidentiality to HIPAA standards.
- Adhere to strict safety guidelines and procedures to OSHA and office standards.
- Must be comfortable seeing and able to maintain a professional demeanor and attitude while working around blood and unpleasant smells.
- Must be detail oriented in order to prepare and process business correspondence.
- Must be flexible and understand that job duties may change from time to time and that this individual may be asked to assist in other areas of the office.
- Must demonstrate active listening by giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Must demonstrate good reading comprehension by understanding written sentences and paragraphs in work related documents.
- Must demonstrate excellent communication skills by talking to others to convey information effectively and preparing business correspondence.

QUALIFICATIONS

- High school diploma.
- Accurate typing at 40 words per minute.
- Minimum of one year of office experience.
- Preferred two years of experience.

ACKNOWLEDGEMENT OF RECEIPT BY EMPLOYEE

Employee Name

Employee Signature

Date