



Doctor Coordinating Manager

Overview:

At West 10th Dental Group we strive to provide comprehensive care, educate each patient to the best of our ability, and provide a pathway to healthy smiles for life! Our work is dedicated to providing exceptional dental care for patients of all ages. If you are looking for a fun and rewarding career, you have come to the right place. We offer employment opportunities that promote professional and personal growth in a unique group practice setting. We work extremely hard to provide our employees with continuous professional development and a supportive work environment. Competitive wages and opportunities for advancement are just a few reasons why a career with us is an investment in your future.

Responsibilities:

Job Description:

The doctor coordinating manager is responsible for the day to day operations of the doctor and team. This position must be well versed in doctor scheduling for productivity and flow. Excellent communication skills are required for this position. The doctor coordinating manager must have excellent decision making and critical thinking skills. Maintain and organize for their doctor and team(s). Manage the schedule for their doctor(s), maintain patient records, present treatment plans and establish financial arrangements for the patient. Coordinate patient appointments with the general dentist and the specialist. Lead their team(s) in communication, patient care, and training, planning and organizing. They motivate, mentor and coach their team members. Delegate and coordinate work tasks for their team(s).

A diverse set of skills such as clerical, interpersonal, and technological are preferred.

Duties:

- Scheduling for doctor(s) productivity
- Scheduling the doctor(s) schedule for direct patient flow
- Making sure lab cases are in the office and quality checked for delivery
- Coordinating patient appointments
- Confirmation of the schedule
- Present treatment plans to patients
- Organize and present financial arrangements to patients
- Arrange payment schedules with patients
- Collect copay at the time of service
- Respond efficiently to patient and doctor needs and inquiries
- Ensure the delivery of quality dental care to patients
- Resolve patient issues according to company policies and procedures

- Process dental claims with NEA
- Coordinate with dental insurance to be sure coverage and claims paid
- Train, develop and performance manage team member to meet performance standards
- Determine staff schedules and ensure operational standards are met
- Manage team relations and make certain staff have the necessary resources and support
- Day to day schedules of employees, coverage for employees.
- Support marketing and promotion initiatives
- Maintain patient data according to regulations and company policies
- Take responsibility for the appearance and functionality of the office
- Maintain facilities and equipment in accordance with safety regulations including OSHA

Team Management

- Assist in recruit and select new candidates
- Assist in preparation of paperwork for hires and termination
- Assist in orientation of new team members
- Identify and organize training programs for team members
- Motivate, mentor and coach team members
- Delegate and coordinate work task for team members
- Manage performance including evaluations and feedback
- Resolve disputes and grievances
- Report staff attendance to Human Resources

Secretarial

- Maintain calendars and schedules
- Prepare and distribute minutes of team meetings
- Arrange and prepare presentations for team meetings
- Prepare and distribute correspondence
- Answer, screen and direct incoming calls

Data Management

- Create and maintain databases
- Organize retention, protection, retrieval, transfer and removal of records
- Ensure security of data

- Policies and Procedures
- Assist in evaluation of existing procedures
- Assist in design and implementation procedural improvements
- Assist in preparation of materials describing procedures and standards
- Communicate changes in policies and procedures with your team(s)
- Ensure adherence to policies and procedures by your team members

Customer Service

- Handle customer inquiries and complaints
- Process customer requests

General Office Management

- Maintain and upkeep office equipment and furniture
- Organize repairs and upgrades
- Assist in order and maintain office supplies
- Assist in troubleshooting computer and systems problems

Any and all other duties assigned by management and based on the Practice needs

Education and Experience

- Management or supervisory experience, preferably in dental
- Knowledge of dental terminology
- Knowledge of dental scheduling
- Knowledge of dental office procedures
- Knowledge of administrative principles and procedures
- Knowledge of insurance plans and claims processing
- Knowledge of collections
- Knowledge of Open Dental or similar software
- Knowledge of MS Office

Key Competencies

- Communication skills
- Scheduling skills
- Planning and organizing
- Problem analysis and problem solving skills
- Judgment and decision making skills
- Integrity
- Team work
- Customer service orientation
- Management and supervisory