



## Patient Care Coordinator

### **Overview:**

At West 10<sup>th</sup> 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 Patient Care Coordinator is the face and voice of communication with all patients. We are seeking an organizer with great customer service skills and a love for people who is a vital contributor to the overall flow of the day.

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

#### **Duties:**

- Telephone operator
- Directs calls to appropriate extensions
- Takes messages off voice mail system
- Telephone/Emergency slips completion
- Greets patients/check patient in to computer
- Monitors patient waiting times
- Patient educator
- Communication/Customer Service
- Data information update from patients
- New patient information data in computer
- Works closely with third party vendor for insurance verifications.
- Works closely with third party vendor for confirmation calls
- Card Communication
- Keeping new patient clipboards full
- Seat denture patients & assists doctor coordinator
- Assist cleaning operatories
- Perio charting
- Filing

- Responsible for late/fail/cancel policy call
- Open and distribute mail daily
- Coffee Bar clean
- Reception Room clean
- Responsible for sending records out
- Assist coordinators
- Area and reception room cleaning
- Equipment maintenance
- Administrative office supplies
  - Ordering
  - Upkeep of tag system for ordering products
  - Create and upkeep of ordering binder
  - Monthly ordering cost analysis
- Weekly report on Solutions Reach reviews

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

#### Education and Experience

- 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