



Position Description

Position Title: Dental Patient Care Coordinator
Department: Dental
Reports To: Dental Administrative Coordinator
Status: Non-Exempt

Summary

Act as a liaison between the patients and staff. Individuals in this position must have excellent communication skills in order to serve as this vital link between the providers, other clinical staff, various departments and locations and organizations, and the patient. This individual will greet, direct and schedule patients and must focus on protecting patient confidentiality in all aspects of the position.

Duties & Responsibilities

- Knowledge to make appointments for new patients.
- Knowledge of eCW and Dentrix in order to make new appointments.
- Knowledge of Healthy Neighbor Plan, Forward Health and private insurance benefits.
- Identify existing appointments, interpret EDR's with accurate legal and ethical documentation and identify future appointment needs.
- Answer calls from patients to schedule appointments.
- Greet and assist patients in person in a prompt and courteous manner.
- Answer telephone, screen calls, takes messages and provide information.
- Respond to routine request for information from patients and visitors.
- Review dental appointments within 48 hours. Identify patients who may need additional information such as: medication list, and verify valid prior authorization or payment due if needed.
- Assist patients with making follow up appointments to the Health Center or with referrals to other providers or specialists as directed by clinicians.
- Make patient appointments according to dental scheduling guidelines, or accept cancellations using scheduling system; notify staff of the cancellation or same day appointment per our policies.
- Schedule prior authorization appointments as directed.
- Actively recall patients who have failed appointments, and adjust multi appointments as needed.
- Manage dental waitlist and dental faxes.
- Attendance to monthly dental staff meeting and PCC meeting.
- Report to work as scheduled
- Promote the mission, vision and values of the organization in all interactions
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public.

Education and/or Experience

The individual must have a High School diploma or equivalent. Related experience and/or training is appreciated but not required.

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system.

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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

Work Environment

Work is performed largely indoors and most days are spent working directly with patients. Work hours include some evenings and otherwise are generally during normal business hours and average no more than 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date