



Position Description

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

Summary

This individual will greet, register, direct and schedule patients and visitors, as well as collect financial and demographic information to process patient payments and maintain patient confidentiality. This individual will also 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, locations, organizations, and the patient.

Duties & Responsibilities

- Greet, update patient demographics, and assist patients in person in a prompt and courteous manner.
- Assist patients in completing necessary registration forms and maintain forms in an appropriate manner
- Answer telephone, screen calls, takes messages and provide information.
- Respond to routine request for information from patients and visitors.
- Electronically schedule appointments for patients.
- Identify existing appointments and interpret electronic dental records to identify future appointment needs.
- Prescreen pending dental appointment schedule. Identify patients who may need additional information or communications such as medication lists or pre-medications. 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.
- Schedule prior authorization appointments as directed.
- Actively recall patients who have failed appointments, and adjust multi appointments as needed.
- Make patient appointments according to dental scheduling guidelines or accept cancellations using scheduling system; notify staff of the cancellation or same day appointment per policies.
- Review charges with patients and explain Health Center financial policies
- Accept, record patient payments and provide necessary receipts
- Understand Scenic Bluffs' Healthy Neighbor Plan, Forward Health and private insurance benefits.
- Maintain work area and lobby in a neat and orderly manner
- Support mail, supply, and interoffice paperwork delivery between sites
- Assist with various site photocopying and correspondence needs
- Manage daily deposits
- 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 the public. The individual must be highly organized and have strong initiative and problem solving skills, in addition to having a basic knowledge of accounting and customer service functions of an office.

Education and/or Experience

An Associate's degree or equivalent from two-year College or technical school is preferred; or a High School Diploma with six months to one year related experience and/or training; or equivalent combination of education and experience.

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. The knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc. is also 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.

- 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. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate. Work hours include 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. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard

to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

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