

Disclaimer: This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the sole discretion of the Employer.

Position Title: Treatment Coordinator

Classification: Nonexempt, Regular, "At Will" Work Status

Reports To: Front Desk Team Leaders

Working Conditions/Physical Requirements:

- Sitting 50%
- Standing/walking 50%
- Moderate noise levels from dental and other Lab equipment.
- Medical, office, and lab setting.
- Exceptional hand dexterity and typing skills to work with standard software programs provided.
- Good Mathematical aptitude in order to prepare and interpret financial and productivity reports for the practice.
- Frequent client and interoffice personnel interaction
- Near Vision - The ability to see details at close range (within a few feet of the observer) as required for computer software programs and the observation of subordinates' work quality.

Position Summary: Promote practice growth through effectively implementing administrative procedures and positive, professional presentation as a member of the Front Desk Team. To project the positive, friendly atmosphere of our practice by welcoming all visitors in a cheerful and professional manner.

Essential Responsibilities:

- Open office and prepare for business day
- Must maintain regular, consistent and punctual attendance in accordance with assigned schedule and time off policies.
- Monitor reception area for neatness and cleanliness; replace magazines into racks or arrange onto tables, reposition chairs, dispose of trash, etc. (back-up to greeter)
- Acknowledge all visitors promptly, regardless of task at hand (back-up-to Greeter)
- Memorize and deliver scripts in person and over the phone as appropriate
- Telephone: answer appropriately; record and retrieve messages
- Retrieve messages and e-mails and act upon them
- Welcome patients and visitors into office with cordial greeting and a smile
- Monitor schedule and patients who are waiting in reception area; notify appropriate staff of patient arrival and when there has been a delay in patient seating for appointment. (Back-up to Greeter)

- Check patient records and provide with appropriate and necessary forms upon arrival (i.e. medical history, HIPAA consent, contact information, etc.) (Back up to Greeter)
- Make certain that office has x-rays from previous dentist when appropriate
- Schedule appointments in consideration of production and capacity
- Set up appointments with specialists when indicated; coordinate with specialists office, send x-rays, explanatory letter and provide a referral card/pamphlet for specialist to patient
- Accept and record payments made at the time of service, via mail and telephone
- Present financing options and make necessary arrangements
- File insurance claims; submit e-claims and paper claims when necessary
- Follow-up on all outstanding insurance claims/pre-estimate requests
- Be knowledgeable in the operation and maintenance of equipment at the front desk
- Order office supplies
- Prepare End-of-Day routine, including: (a) reconciling production and collection (b) settling credit card accounts (c) preparing and making bank deposits
- Prepare End-of-Month Report, when necessary
- Make courtesy calls for treatment follow-up (post-op calls, when necessary)
- Prepare and submit End of Day Reports
- Complete training in all areas shown on training schedule which apply to your position(s)
- Additional responsibilities as needed & as appropriate
- Completely cross-train to assume Financial Coordinator, Hygiene Coordinator, Greeter/Receptionist responsibilities, when necessary

Success Factors

- Good interpersonal skills to maintain positive rapport with patients, dentists, other staff members and community
- Effective verbal skills to communicate clearly and professionally with patients and staff
- Professional personal presentation

Education

- Minimum high school diploma
- Two years of experience in dental setting
- Computer literacy
- Current CPR Certification

Acknowledgement of Receipt by Employee:

Printed Name

Signature

Date Received: _____