Patient Care Coordinator

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 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
  o Ordering
  o Upkeep of tag system for ordering products
  o Create and upkeep of ordering binder
  o 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