



Patient Care Coordinator, College of Dental Medicine, Elk Grove, California, USA

POSITION TITLE: Patient Care Coordinator

REPORTS TO: CFO/ VP of Finance

WORK SCHEDULE: Monday – Friday,
Normal Business Hours
full time, Exempt,
\$70,000 Annual Salary

CLOSING DATE: Open until filled

The Patient Coordinator is the patient advocate who assists them through their dental treatment process and helps them achieve their dental goals. The Patient Coordinator collaborates with the [Financial Coordinator](#) and Dentists. Responsibilities may vary depending on the size and scope of the clinic.

Financial duties

- Determine costs of treatment, insurance calculations and discuss financial options
- Be available to answer any questions pertaining to dental care, treatment, and payment options
- Obtain insurance information prior to appointment
- Present treatment plans to patients per doctor's instructions, and be resourceful in arriving at solutions that benefit both the patient and dental practice
- Provide insurance predetermination documentation to patients, contact patients to make financial arrangements, and schedule treatment
- Work with Financial Coordinator to identify patients in the daily schedule who are a financial concern, note payment problems on the patient's chart, and collaborate with Financial Coordinator to meet with patient
- Collaborate with Financial Coordinator to ensure financial discussions with patients are documented in their file

(Per Patient) Schedule Management

- Assume primary responsibility for the accurate and timely scheduling of patients needing treatment

- Make initial consultation appointment with patient
- Call new patients at least 2 days prior to the appointment to confirm the time, answer any questions, and provide them access to the online health history form
- Make treatment appointment for patient following consultation appointment
- Responsible for obtaining and maintaining the necessary documentation (radiographs, medical clearances, referrals) from other providers (specialists, physicians) before scheduling
- Schedule the patient for appropriate follow up after the dentist has completed treatment

(Day-to-Day) Schedule Management

- Demonstrate a working knowledge of the functions, operations and policies of the clinic
- Review, daily, weekly, and monthly schedules to ensure optimal utilization of time, and that staff breaks are respected (confirm with legal team for employment law guidelines)
- Responsible for day-to-day processes and patient flow for assigned providers
- Apply knowledge of practice policies and procedures related to scheduling and front desk functions
- Scanning and faxing as required by clinic
- Answering multi-line phone system to clinic standards and making proper chart documentation
- Understanding and maintaining HIPAA standards and patient privacy.

Patient/Case management

- Oversee patient progress and their treatment status. The Patient Coordinator should know if the patient has scheduled treatment, scheduled with the specialist/general dentist, or deferred recommended treatment, and be aware of the next step and when it will occur
- Maintain patient information such as dental history, results of tests and examinations, and patient symptoms using computers, and medical technology, such as an electronic health record
- Coordinate follow up if patients have deferred treatment
- Dismiss clinic patients as indicated for declination or failure to keep treatment appointments
- Communicate with specialists, and other providers who have questions about treatment, and coordinate efforts for a comprehensive treatment plan
- Help to explain treatment and tailor personal care education to the patient's needs
- Use data to do analytical tasks and charting tasks related to patient information
- Communicate with patients about their status through emails, phone, and face-to-face conversations
- Manage patient accounts with contact information, insurance, and financial information in a confidential manner
- Meet with doctor to review cases, schedules, and other pertinent information

Miscellaneous

- Performs other related duties as assigned or requested.

EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited 4-year college or university strongly preferred
- 2+ years related work experience, preferably in a medical or dental clinic
- Previous customer service experience strongly preferred

KNOWLEDGE, SKILLS, AND ABILITIES:

- Outstanding financial and analytical skills
- Proficient with cash handling
- Proficient computer skills
- Proficient in the use of Microsoft Office Family of Software (e.g., Word, Excel, etc.) and able to learn other software
- Knowledge of government (Medi-Cal) and non-government payers for dental insurances
- Outstanding communication skills, both verbal and written
- Excellent organizational and time management skills
- Excellent people skills
- Multilanguage skills preferred