APPLE TREE DENTAL

# Job Description

**Job Title:** Clinic Care Coordinator **Classification:** Non-Exempt, paid Hourly

**Reports to:** Clinic Care Coordinator Supervisor or Office Manager

**Purpose of position:** As our patient's first point of contact, you will represent Apple Tree Dental in a courteous, professional manner with phone communications, scheduling, and directing patient flow within the clinic.

**Education/Experience/Licensure:**

- HS Diploma or GED required.
- Customer Service, scheduling, and phone experience preferred.
- Dental office experience strongly preferred.

**Fundamental duties include, but are not limited to:**

- Greet and check-in patients upon arrival.
- Check out patients and schedule future appointments.
- Schedule patient appointments and triage patient concerns over the phone.
- Answer and direct incoming calls for all departments.
- Confirm patient appointments.
- Discuss financial and account information with patients.
- Collect patient payments in person and over the phone.
- Work directly with the rest of the administrative support team to ensure provider schedules are productive.
- Enter and scan new and/or updated patient information.
- Scan and process patient information including treatment consents.
- Identify, enter, and verify insurance plans and benefit information.
- Perform quality assurance for appointments and create insurance claims.
- Send and follow up on pre-authorizations.
- Mail patient treatment correspondences as needed.
- Call on outstanding dental treatment and recalls.
- Process and send recall notices.
- Process fax correspondences.
- Open and sort incoming mail and fold and process outgoing mail.
- Order office supplies with approval from Office Manager.
- Assist with Community Care Coordinator and Greeter duties as needed.
- Performs other duties and responsibilities as assigned.

**General expectations of persons in this position include, but are not limited to:**

- The passion to fully embrace and embody Apple Tree Dental's mission, vision and values.
- Ability to prioritize, multi-task and complete daily responsibilities
- Exceptional customer service skills, including a demonstrated ability to deal with patients with special needs.
- Dependability and punctuality, with the willingness and ability to work late hours and weekends as needed.
- Ability to prioritize patient, clinic, and provider scheduling needs.
- Maintain productive clinical provider schedules per scheduling guidelines.
- Ability to accurately type 40+ WPM.
- Provide excellent customer service to internal and external customers.
- The ability to utilize and/or learn computer skills and systems such as; but not limited to: Open Dental software, Microsoft office, and other systems as needed.

**Physical Demands:** Prolonged sitting or standing may be required. Those physical movements and the degree of mobility, manual dexterity and hand-eye coordination normally associated with office tasks will be performed on a frequent, repetitive basis. The ability to distinguish letters and symbols as well as the ability to utilize telephones, computer terminals and copiers is required. Work under stressful conditions as well as irregular hours may be required. Ability to lift up to 20 lbs. is required, up to 50 lbs. is helpful, but rare in occurrence.

**Organization Expectations:**

1. Listen to, understand and appropriately respond to patient/customer needs. Meets the reasonable needs of all patient/family/customer groups and improves overall customer satisfaction.
2. Demonstrate professional behavior with his/her work. Complies with personnel and departmental policies. Supports and participates in quality improvement activities.
3. Work actively with others to get the job done. Consistently exhibits courteous behavior/actions, including maintain a positive attitude.
4. Support and participate in changes and discussions regarding work practices.
5. Act and speak respectfully regardless of the presence or absence of the person. Frequently offers praise to others for doing a good job. Listens to and respects the opinions of others, and maintains confidentiality.
6. Demonstrate enthusiasm and commitment towards personal growth and development; completes and attends mandated educational courses. Maintain current licensure and certifications, if applicable. Attends and participates in departmental meetings, and if unable to attend proactively asks or gathers missed information.
7. Address issues in a courteous and respectful manner. Maintains the same standard for all patients/families and co-workers. Support co-workers and patients/families in a positive manner.
8. Follow safety practices. Identifies problems and works to resolve safety issues as they occur and in accordance with policy, asking for assistance when necessary. Helps and teaches others.

**Apple Tree Dental** reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

This document should in no way be considered a contract or guarantee of employment. Employment at Apple Tree Dental is at the mutual consent of Apple Tree Dental and the employee, and either party may terminate the relationship at any time, with or without cause, and with or without written notice.

I have received, read and understand the Job Description above and job demands.

Employee Signature: _____Date:_____