



Position Title: Scheduling Coordinator

Job Summary:

The Scheduling Coordinator represents the practice in all facets of patient services, which may include, but is not limited to; greeting patients, answering the telephone, scheduling appointments, maintaining patient records and coordinating patient flow.

Essential Duties:

- Greets visitors and patients entering the practice and alerts appropriate staff of patient arrivals.
- Answers telephone, routes calls, provides information, and takes messages in accordance with practice procedures.
- Schedules and adjusts patient appointments to maximize the patient care.
- Establishes, maintains and keeps patient files and records up to date (i.e. address, phone number, insurance information, etc.).
- Communicates with patients regarding financial options according to financial protocol.
- Reconciles financial records by receiving and recording patient payments.
- Prepares correspondence, memos, referral letters, and other documents, as requested by the doctor.
- Uses computer or fax to transmit information or documents when requested.
- Keeps the front desk and reception areas clean.
- Organizes magazines to keep current and neat.
- Water the plants.
- Performs necessary duties associated with checking patients in and out.
- Calls patients the day before to remind them of a scheduled appointment time, or monitors the automatic communication system and maintains accuracy.
- Sends prior authorizations on a daily basis.
- Adheres to all safety and health regulations.
- Monitors the schedule regularly, adjusts the schedule as necessary, and reschedules patients as needed.
- Keeps staff and doctor informed of scheduling problems, issues or concerns Registers new patients, provides necessary paperwork (welcome letter, HIPAA documents), and ensures all required documents are completed by the patient. Utilized Recare Protocol to reactivate patients into the recare system.

- Sends postcards and makes calls according to the Recare System Protocol.
- Follows up on unscheduled treatment by calling parents with an estimated patient portion and schedules treatment.

Knowledge/Skills/Abilities:

- Knowledge of appointment coordinator procedures.
- Knowledge of English composition, grammar, spelling, and punctuation.
- Skilled in the use of standard office equipment including: telephones, calculators, copiers, fax, computers, and computer software (MS Excel, Word, Practice Management software).
- Ability to maintain composure and professionalism when exposed to stressful situations.
- Ability to engender trust from the doctors, co-workers, and patients.
- Maintain confidence with the patient regarding abilities of doctor(s) and staff.
- Ability to work cooperatively with management, staff, and patients.
- Ability to prioritize, organize, and complete tasks in a timely and independent manner.
- Ability to accept constructive criticism.
- Ability to understand and follow written and verbal instructions.
- Ability to collect data, establish facts, draw valid conclusions, and maintain confidentiality.
- Ability to communicate and express thoughts and ideas competently.
- Ability to quickly grasp relevant concepts regarding duties and responsibilities.
- Ability to greet visitors professionally and courteously.

Education / Experience:

- High school diploma or equivalent
- Minimum of 1 year(s) relevant experience in the dental profession

Physical and Environmental Requirements:

- May be required to lift up to 50 lbs.
- Active movement throughout the day: sitting, walking, standing, squatting, bending, stooping, reaching, etc. (not a sedentary position).
- Vision: close vision, depth perception, and ability to adjust focus.
- Hearing: able to satisfactorily communicate with patients, doctor, and other staff members to ensure that verbal communication is clearly understood, or a satisfactorily equivalent method of communication.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or operate equipment.
- May be required to administer first aid or CPR.
- Occasional exposure to toxic or caustic chemicals and radiation.
- Exposure to moderate noise levels.
- Exposure to hectic, fast-paced, high anxiety environments.

Additional or different duties may be assigned occasionally at employer's discretion.

Wage depends on experience for this position. Please send your resume to dawn@dentalkidds.com or call 651-295-6968.

- 401(k)
- Dental insurance
- Short-Term Disability insurance
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off

For more information about Dental Kidds Pediatric Dentistry, visit: <https://dentalkidds.com/>