



Position Description

Position Title: Patient Service Coordinator
Department: Dental
Reports To: Dental Administrative Coordinator
Status: Non-Exempt

Summary

This individual will greet, register, direct and schedule patients and visitors, as well as collect financial and demographic information to process patient payments and maintain patient confidentiality. This individual will also act as a liaison between the patients and staff. Individuals in this position must have excellent communication skills in order to serve as this vital link between the providers, other clinical staff, various departments, locations, organizations, and the patient.

Duties & Responsibilities

- Greet, update patient demographics and register patients in a prompt and courteous manner
- Create new health record for patients who have not previously been treated at the Health Center
- Assist patients in completing necessary registration forms and maintain forms in an appropriate manner
- Determine eligibility of patients, obtain and document proof of eligibility in the patient registration system
- Make and accept cancellations of appointments using the scheduling system; notify appropriate staff of the any appointment changes
- Answer phone: screen calls, take messages and provide information
- Review charges with patients and explain Health Center financial policies
- Accept, record patient payments and provide necessary receipts
- Respond to routine requests for information from patients and visitors
- Maintain work area and lobby in a neat and orderly manner
- Responsible for interoffice paperwork
- Manage oversight of mail and supply delivery between sites
- Assist with various site photocopying and correspondence needs
- Participate and maintain CPR certification as provided by the Health Center
- Manage daily deposits
- Knowledge and compliance of the dental department's scheduling guidelines in order to make appointments for patients
- Knowledge of eCW and Dentrix in order to make appointments
- Knowledge of Healthy Neighbor Plan, Forward Health and private insurance benefits
- Identify existing appointments, interpret EDR's with accurate legal and ethical documentation and identify future appointment needs
- Responsible to assure prior authorizations are completed and approved for patient care needs
- Assist in verifying dental billing timely in order for claims to be processed
- Answer calls from patients to schedule appointments as needed
- Screen, greet and assist patients in person in a prompt and courteous manner
- Respond to routine requests for information from patients and visitors

- Review dental appointments within 1 week to identify validity of prior authorizations and prior payments have been made when needed: ex. Lab cases and nitrous oxide, etc..
- Assist patients with making follow up appointments to the Health Center or with referrals to other providers or specialists as directed by clinicians
- Make patient appointments according to dental scheduling guidelines, or accept cancellations using scheduling system; notify staff of the cancellation or same day appointment per our policies.
- Schedule prior authorization appointments as directed
- Actively recall patients who have failed appointments, and adjust multi appointments as needed.
- Manage dental waitlist and dental faxes
- Attendance to monthly dental staff meeting and PCC meeting
- Report to work as scheduled
- Promote the mission, vision and values of the organization in all interactions
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and the public. The individual must be highly organized and have strong initiative and problem solving skills, in addition to having a basic knowledge of accounting and customer service functions of an office.

Education and/or Experience

An Associate's degree or equivalent from two-year College or technical school is preferred; or a High School Diploma with six months to one year related experience and/or training; or equivalent combination of education and experience.

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system. The knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc. is also preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment

- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

Work Environment

Work is performed largely indoors and most days are spent working directly with patients. Work hours include some evenings and otherwise are generally during normal business hours and average no more than 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date