

Position Title: Villa West Patient Care Coordinator
Employee Status: Non-Exempt
Reports To: Beth Baker

Job Summary:

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

KPIs:

- Call conversion
- Cancellation/No-shows
- Over-the-counter collections
- Scheduling efficiency
- Referrals sent

Michel Dental Core Values:

HONESTY- We do the right thing for the right reasons. We tell the truth. We are accountable.

- We are honest with our time clock. We clock in and out for lunch and at the end of our day. If do not take a lunch due to extenuating circumstances it is noted in the time clock.
- If we make a mistake, we take ownership and take responsibility to correct it if possible.
- We are accountable for our own job performance and KPIs.

CARING- We make an effort to understand what the patient wants, and we are genuinely concerned for their comfort and well-being.

- We meet the patient where they are, even if this takes time away from our position, i.e. helping patients fill out forms electronically, and being understanding if they cannot afford treatment.
- If a patient is fearful, we help them to find a solution that will make them feel at ease.
- Be understanding when a patient has a preference for what clinician they see.
- We honor their request and adequately note it in their chart along with pop ups so all future staff are aware and can accommodate their request.

TEAMWORK- Each staff member is important. We know that working cohesively is critical to provide the best care for our patients.

- We understand that one job is not more important than another and that it takes each one of our jobs to keep the practice running. When we are in between patients or are done with our job, we



help our teammates to complete the job by doing laundry, sterilization and asking our teammate what we can do to help them finish.

- We strive to help each other finish and leave at the same time for the day.
- We ensure that our operatories/desk are stocked and organized before we leave for the day. We do not put off for tomorrow because we do not know tomorrow may bring.
- If we have information that needs to be entered in for an appointment or we have informed a patient that we will get back to them, we make sure that this is done before leaving for the day and do not put off for tomorrow.
- We are self-aware. When we are talking with other teammates or when on our personal phones, we are aware that these conversations are better had at the end of the day or at break and can be perceived as unproductive and not helping the team.
- We understand that our role to the team is important and if we are not at work, that someone else has to do double the work. We are not absent from our jobs excessively and strive to set all our appointments on our time off.

EXCELLENCE- We strive to continually improve and to consistently work to the best of our abilities. We deliver quality service and results.

- Meet KPIs
- Take necessary CEs or training to perform our jobs to the best of our ability.
- We understand that our infection control standards are of utmost importance, and we are responsible for the safety of our patients and ourselves.
- We understand that our speech, behavior and appearance are a direct reflection of Michel Dental, and we strive to be excellent in and out of the office. Including how we speak about our teammates and the practice.

WELCOMING- We greet with a smile and open our doors to people of all walks of life.

- We speak well of each of our teammates and our patients. We are self-aware of what we are saying and where we are saying them.
- When answering the phone, we have a smile on our face. The tone of the human voice changes when smiling. It is readily perceivable to the caller, and it sets the tone for the rest of the call.

RELATIONSHIPS- We strive to form genuine and meaningful relationships that last.

- Co-workers and patients are the most important part of our jobs.
- We trust each other.
- We are trustworthy in our work ethic and work performance.
- We treat each other respectfully and collaborate to be devoted and provide excellent care to our patients.



Essential Duties:

- Is to report to work 30 minutes prior to the start of the first appointment of the day.
- Greets visitors and patients by first name (when possible) when entering the practice and alerts appropriate staff of patient arrivals.
- Answers telephone on the 1st ring, routes calls, provides information, and takes messages in accordance with practice procedures.
- Establishes, maintains and keeps patients files and records up to date (i.e. address, phone number, insurance information, etc.).
- Reconciles financial records by receiving and recording patient payments during walk out.
- Keeps front desk and reception areas clean. Organizes magazines to keep current and neat. Stocks and refills coffee and water bar throughout the day and at the end of the day.
- Registers new patients, provides necessary paperwork, and insures all required documents are completed by the patient.
- Balances charges and payments as well as cash on hand each day or as needed.
- Processes and submits insurance claims daily.
- Makes sure all health histories that need to be updated for patients are filled out and updated in the computer.
- Obtains new patient information if the Scheduling Coordinator is unavailable.
- Covers for Scheduling Coordinator when they are gone.
- Routes patients checking out to appropriate staff member i.e. Scheduling Coordinator, Treatment Plan Coordinator, Collections Coordinator
- Sends all referral letters and necessary radiographs to referral doctors with the corresponding treatment that is referred
- Inputs and scans all referral letters into computer after the doctors signs them and lets the Scheduling Coordinator and/or the Treatment Plan Coordinator know if the patient needs to be scheduled for treatment or follow up.
- Keeps accurate documentation on phone calls, interactions with patients and referral sources documented in patients office journal, chart or document center.

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 3 year(s) relevant experience in the dental profession
- Physical and Environmental Requirements:
 - May be required to lift up to 30 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.

