

Position Title: Clinical Coordinator
Employee Status: Non-Exempt Reports
To: Beth Baker

Job Summary:

The Clinical Coordinator supports all facets of the practice including maintaining equipment. The Clinical Coordinator helps encourage teamwork and communication with each other and patients to make each patient's visit positive and productive.

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 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 are stocked and organized before we leave for the day. We do not put off for tomorrow because there is a chance that our teammate will not have to take time out of patient time to stock and organize if I am gone.
- If we have information that ends 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 sometimes these conversations are better had that 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.
- We alternate 4VBWs and 7VBWS every 12 months. On the opposite months we preform full mouth perio charting on all regular recare patients and every appointment for all perio maintenance appointments. We understand that if we do not do this it then causes one of our teammates to have to do BWS and perio charting all in one visit which can cause them to possibly run behind.

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.
- All charting is completed for the day and chart audits are done before leaving for the day.

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.



KPIs:

- Align with Doctor's goals
- Treatment and case acceptance 85%
- Follow ups with all patients that had a long or difficult appointment 100% Follow ups with all NPs the day after their appointment 100%
- All notes on lab cases are noted in Lab Case manager 100%

Essential Duties:

- Acts as liaison between the doctor and the back office staff. Stocks supplies and maintains clean operatories.
- Contacts patients the day after long or difficult procedures to ensure that they are doing well and documents phone calls in the patient's office journal.
- Calls all new patients the day after their appointment to see if they have any questions from their appointment and document phone conversation in patient's office journal:
"Hello (PATIENT NAME), this is (STAFF NAME). It was a pleasure to meet you today or I wanted to thank you for coming in. I'm calling to be sure your visit went well and you felt comfortable in our office, with our team etc. Were all of your questions answered? OR I'm sure you have some questions about your options. Please don't be overwhelmed, I can help you - OR we are preparing a treatment plan for you that we will review together at your consultation."
- Schedules maintenance of equipment.
- Oversees that the lab is clean, instruments are sterilized and trays are set up. Checks in all lab cases and communicates with the Scheduling Coordinator if there will be conflicts in the schedule due to lab cases. All fees for lab cases are documented in lab case in computer.
- Checks and submits all Invisalign cases. All cases are to be submitted the same day the impressions are taken.
- Provides coverage for all dental assistants when needed or when a dental assistant is gone.
- Ensures that all work that is a priority is completed before leaving for the day. Runs all over night sleep study reports and gives report to the Doctor.
- Gives instruction to sleep patients on how to use the over night sleep monitor Makes sure that desk in consultation room is always tidy.
- Cleans CEREC mill.

Knowledge/Skills/Abilities:

- Knowledge of OSHA regulations and changes."
- Ability to maintain composure and professionalism when exposed to stressful situations.



- 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 engender trust from the doctors, co-workers, and patients. 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.

Education / Experience:

- High school diploma or equivalent
- Minimum of 3 year(s) relevant experience in the dental profession

Special Requirements/Certifications/Licenses:

- Valid X-ray certificate
- Current expanded functions RDA license CPR & first aid certificate

Physical and Environmental Requirements:

- May be required to lift up to 30 lbs.
- May be required to roll a 90-pound machine on wheels from one area to another.
- Hand-eye coordination and hand, arm, and finger mobility for detailed work with objects.
- May be required to physically assist drowsy patients after anesthesia. Active movement throughout the day: sitting, walking, standing, squatting, bending, stooping, reaching, etc. (not a sedentary position).
- Vision: close vision, color vision, peripheral 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, particularly during emergency situations.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or operate equipment.
- May be required to administer CPR.
- Occasional exposure to toxic or caustic chemicals and radiation. Exposure to moderate noise levels and hectic, fast-paced, high anxiety environments."
- Additional or different duties may be assigned occasionally at employer's discretion.

