Summary The Treatment Coordinator’s primary responsibility is to facilitate the patient’s office experience in being seamless and ensure the patient leaves well informed and prepared for their next appointment. This includes ensuring the patient understands their treatment plan, the benefits of treatment, insurance benefits, assisting with financial arrangements and coordination of appointments.

Essential Duties and Responsibilities include the following:

- Prepare and present treatment plan and financial estimates to patients for all prescribed treatment.
- Schedule patient treatment appointments; reschedule patients that miss their appointment and call patients that have not completed treatment.
- Manage the Doctor and hygiene schedules to achieve utilization goals through efficient use of appointment time.
- Work with clinical team to effectively manage daily patient flow, providing communication and information to the appropriate individuals.
- Assist patient with financial arrangements.
- Complete pre-authorization.
- Handle all treatment paperwork including consent forms, policy forms and exit paperwork.
- Effectively communicate and develop a strong working relationship with the Doctor and promote teamwork through cooperative and professional behaviors.
- Check patients out.
- Answer and return incoming calls from patients.
- Adhere to confidentiality, state, federal, and HIPAA laws and guidelines with regards to patient’s records.
- Follow and demonstrate commitment to the Rose Dental Group policies, professional expectations and Service Excellence Standards.
- Other duties may be assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

High School Diploma or GED required.

Knowledge, Skills and Abilities

Focus on customer service.
Ability to communicate with others in a professional manner.

Attention to detail.

Clinical experience in a dental practice with knowledge of dental insurance and dental procedures is preferred; training or education in these areas will be considered. Preferred 1 year of dental experience.

Motivating team player and leader.

Proficient in basic computer applications with the ability to learn new software.

Demonstrate ability to perform basic arithmetic to understand general ledger and insurance benefits.

Physical Demands While performing the duties of this job, the employee is regularly required to sit, talk, hear, type and see. The employee is frequently required to walk. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds. 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.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of the Team Member so classified. This job description is subject to change depending on the business needs.