

## **Scheduling Coordinator Job Description**

### **Summary/objective**

The primary purpose of the Scheduling Coordinator position is proper management of provider schedules including inbound/outbound calls to ensure full, productive schedules. Inclusive is the greeting of patients, and ensuring all necessary documentation and paperwork is present and up to date allowing patients to have the best experience possible.

### **General**

- Answer and return incoming calls in a professional manner.
- Appropriately manage multiple incoming calls.
- Identifies system and procedural inefficiencies and provides solutions.
- Ensure exceptional 5 star patient experience throughout patient visit.
- Take ownership of the provider's schedules to ensure maximum efficiency and production.
- Maintain cleanliness of front desk area and waiting area.
- Assist Front Team Lead as needed.
- Address office, faxes, emails, texts and electronic correspondence.

### **Appointing**

- Schedule new patient exams and reschedule when needed.
- Enter all referral patients into the patient records system.
- Send new patient welcome paperwork and health history updates
- Collect patient's insurance information prior to their scheduled appointment.
- Verify Medicaid and chip patient's insurance eligibility prior to appointment.
- Ensure Health History forms are completed and submitted.
- Connect with all unscheduled referral patients within 2 days of receiving referral from general dentist.

### **Scheduling**

- Schedule patient appointments in appropriate and timely manner in order to maintain full daily schedule and meet production goals.
- Concentrate on current day first, next day second; i.e. an opening in a current day schedule takes priority.
- Ensure all patient treatment appointments are confirmed (left message is not considered confirmed).
- Utilize various available reports to fill openings in provider schedules.
- Monitor/track Broken Appointments.
- Confirm patient appoints via text messages, emails and phone calls.

## **Patient Relations**

- Act as liaison between clinician and patient.
- Greet patients immediately upon arrival in pleasant and positive manner.
- Perform check-in procedures; obtain appropriate forms for required documents.
- Assist the doctor in getting patients to understand and accept the recommended treatment and subsequently coordinate the treatment plan to work for both the patient and the dental office.
- Prior to patient leaving appointment, collect payment from patient in the form of cash, credit card, check or payment plan.
- Discuss financial options (payment plan, Care Credit, etc.) with patients and enter into computer appropriately.
- Aid in collecting patient balances.

## **Compliance**

- Abide by all PPE standards for administrative staff.
- Adhere to confidentiality, state, federal, and HIPAA laws and guidelines with regards to patient's records.
- Minimize waste, fraud, and abuse.

## **Competencies**

- Detail oriented.
- Maintains confidentiality.
- Provides a general knowledge base need to perform the job duties.
- Exhibits professionalism.
- Performs job duties with a positive attitude and dedication to working hard.
- Provides support and cooperation when working with other to provide the best patient care.
- Remains loyal, carrying out the organization's mission, vision and values.
- Problem solver through critical thinking and providing solutions.
- Proactive in identifying areas of opportunity and making the appropriate adjustments.
- Demonstrates an expert level knowledge and skill set to properly execute the position duties.
- Always performing their best work and leading others to do the same.