

Job Description

Position: Scheduling Coordinator

Reports to: Front Office Manager

Job Overview: Front office reception position for busy dental clinic. Duties include checking patients in and out; using Dentrrix dental software to schedule appointments; assisting patients. Dental experience and bilingual/bicultural preferred. Must be available to work Saturdays.

Duties and Responsibilities:

Answer Phone Calls

- Answer questions from patients and providers about clinic eligibility guidelines and services covered by Medi-Cal
- Schedule appointments
- Advise patients about Medi-Cal and eligibility
- Confirm upcoming appointments via telephone

Greet Patients and Provide Patient Support

- Assist patients in filling out patient history and registration forms
- Advise patients about dental insurance programs, cash sliding scale and Care Credit
- Verify patient eligibility for Medi-Cal
- Collect payments as needed
- Check in patients and enter new accounts in computer
- Fax in prescriptions to pharmacies, as directed
- Assist patient in making specialized transportation arrangements (e.g. Lift Line)
- Work closely with clinical staff and front office staff to assure smooth flow of patient care
- Verify if patient needs an MD consult and process it before patient's next appointment
- Scan patient forms into Dentrrix and manage document center

Prepare & Maintain Daily Schedule

- Fill cancelled/rescheduled appointments assuring schedule is full
- Assist in coordinating daily schedule with patient treatment plans
- Other duties as assigned

Qualifications:

- Minimum of two years dental office administrative experience
- Computer literate with knowledge of Microsoft Office software, Dentrix dental software preferred
- Excellent people skills, flexible, team player
- Organized, with attention to detail and accuracy
- Bilingual (Spanish/English) preferred

\$15.00 to \$17.00/hour DOE

Dientes offers a rewarding career with excellent work/life balance, generous paid time-off and comprehensive employee health benefits program which includes medical, dental, vision, life and disability coverages, as well as a 403B retirement plan with a company match. Dientes is committed to providing culturally appropriate services. The ideal candidate will communicate effectively and respectfully with people from different racial, ethnic and cultural backgrounds and lifestyles and demonstrate a knowledge of, and sensitivity to, our patients' diverse needs.

www.dientes.org