

Job Description

Position: Scheduling Coordinator (Temporary)

Reports to: Front Office Manager

Job Overview: Front office reception position for busy dental clinic. Duties include checking patients in and out; using Dentrax 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 Dentrax 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, Dentrax dental software preferred
- Excellent people skills, flexible, team player
- Organized, with attention to detail and accuracy
- Bilingual (Spanish/English) preferred

\$18.00-\$20.00/hour

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.

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