



Job Description

Job Title:

Front Office Coordinator, Level I

Job Type/FLSA Classification:

Full-Time, Non-Exempt

Reports To:

Front Office Lead

Direct Reports:

None

Job Overview:

Front Office Coordinators at Level I are responsible for checking patients in and out, using Dentrix dental software to schedule appointments, and assisting patients.

Essential Functions:

- Provide high quality patient care
- Greet patients, check patients in, and assist with completion of patient history and registration forms
- Advise and educate patients about the dental insurance programs, cash sliding scale fees, and Care Credit
- Verify patient eligibility for Medi-Cal
- Present treatment plans to patients
- Collect payments as needed
- Fax prescriptions to pharmacies, as directed
- Assist patient in making specialized transportation arrangements (ex. Lift Line)
- Work closely with clinical staff and other front office staff to insure smooth flow of patient care
- Verify if patient needs an MD consult and process it before patient's next appointment
- Scan patient form into Dentrix and manage document center
- Answer phone calls and questions from patients and providers about clinic eligibility guidelines and services covered by Medi-Cal
- Schedule and confirm upcoming appointments via telephone and fill cancelled/scheduled appointments to ensure a full clinical schedule
- Assist in coordinating daily schedule with patient treatment plans
- Assist in making DTI calls and schedule 6-month heck-ups
- Prepare and maintain Daily Schedule
- Fill cancelled/rescheduled appointments assuring schedule is full

Required Competencies:

- Highly skilled in the use of personal computers and MS Office Suite
- Excellent people skills, team player, must be able to deal with diverse groups of people in a professional manner both in person and on the telephone
- Organized, with attention to details and accuracy, ability to be creative, flexible, and self-starting
- Trustworthy, with ability to apply tact and sound judgement in all professional interactions
- Must work well under deadline pressure and be able to juggle multiple tasks efficiently
- Results oriented and solution driven; willingness to collaborate and achieve results in cooperation with others

Required Education/Experience:

Minimum of two years dental office administrative experience preferred

Preferred Education/Experience:

Dentrix Dental Software
Bilingual (Spanish/English)

Physical Demands:

Must be able to lift 20lbs

Additional Qualifications:

None

Signature/Acknowledgement:

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. It also constitutes the employee's understanding that the job description is **not** designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.*

Employee: _____ **Date:** _____

Manager: _____ **Date:** _____

HR: _____ **Date:** _____

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