



SWINOMISH INDIAN TRIBAL COMMUNITY

Human Resources
11404 Moorage Way
La Conner, WA 98257
Phone (360)466-7353 | Fax (360)466-1348

Is this a Testing Designated Position as described in the Drug and Alcohol-Free Workplace Policy?	Yes
Do the duties and responsibilities of this position involve regular contact with, or control over, Indian children or elders?	Yes

Indian Preference in Hiring shall apply to Swinomish Indian Tribal Community job opportunities.

JOB TITLE: Dental Patient Care Coordinator

DEPARTMENT: Dental Clinic

POSITION SUMMARY:

The Dental Patient Care Coordinator position leads the front office administrative duties related to complex care scheduling, patient guidance in treatment planning for financial and multi-appointment commitments, referring office relationship management/coordination and special programs scheduling/coordination. In addition, the patient care coordinator is responsible for general front office responsibilities from scheduling all types of dental patient appointments, providing the best customer service, assisting with insurance information and patient referrals. This position must have the skills and knowledge to be able to schedule for 14+ operatories for 5 different dental providers types including student schedules for the Skagit Valley Dental Therapy Program. The patient care coordinator will also be responsible for entering patient information into dental EHR systems, assisting in answering patient questions, helping patients arrange all referral needs, coordinating with Tribal PRC programs, answering patient calls, and helping ensure patient check-in and check-out efficiently. The Dental Patient Care Coordinator reports to the Office Manager, Assistant Dental Director, and Dental Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead Front desk daily duties and supervise/support Dental Admin Asst.
- Assist staff with daily schedule needs or requests.
- Schedule accurately for multiple types of providers
 - Dentist (2 columns each)
 - Hygienist
 - Dental Therapist
 - Expanded Function Dental Assistants
 - Dental Therapist Students
- Greeting and welcoming patients to the practice.
- Answer incoming calls, manage all voicemails and respond to patients within an hour, record detailed messages, and update the answering machine daily or as needed.

- Ensure a positive experience at the dental office by being helpful and cheerful and having appropriate language.
- Have new and active patients complete paperwork and enter all pertinent information into practice management software.
 - Have existing patients verify and update all personal information, including medical histories; enter information into practice management software
 - If necessary, assist patients with the completion of all necessary forms and documentation
 - If necessary, obtain information from other providers
 - Inform patients of dental office procedures and policies (HIPPA compliance, broken appointment list, orthodontic contracts, etc.)
 - Enter new patient registration promptly to ensure appointment time is maximized.
- Maintain and manage patient records in compliance with privacy and security regulations.
- Identify patients' insurance benefits and update practice management software.
 - Verify insurance eligibility.
- Collect patient payments at the time of treatment and provide a receipt. If necessary, arrange a payment schedule with patients.
- Schedule patient appointments thoughtfully, considering patient needs, providers' scope of practice, and staff availability.
 - Fill cancellation and missed appointments considering whether the treatment has adequate time and is appropriate with the remaining schedule.
 - Inform staff that the patient is ready to be seen.
 - Check-out patients after scheduled appointments
- Preauthorize dentures and partials through Apple Health/DSHS and prepare supporting documents.
- Send out referrals as created by providers, coordinate referral insurance benefits or CHS, schedule for the patient if requested, send referrals to necessary parties, and help coordinate transportation if needed.
 - Follow up with referrals daily, weekly, and monthly to ensure referrals are fulfilled.
- Maintain a professional reception area
- Prepare the area for opening and closing the department daily by tidying and maintaining the reception area.
- Follow up with NexHealth patient reminders for next-day appointments or future appointments.
- Perform monthly follow-ups of patients who have been referred to other providers.
 - Run the report in Dentrix to display the list and complete
- Update patient education materials as needed.
- File patient-related correspondence as it arrives (referral follow-up, patient messages, lab work, etc., should all be in the appropriate chart the day it comes in the clinic).
- Place any correspondence needing provider review on the appropriate desk.
- Dispatch lab work appropriately (lab case processes).
- Prepare letters to patients and other providers
- Respond and comply with requests for information
- Prepare and follow up with Medical Clearances for dental treatment
- Provide general administrative and clerical support
- Manage queries from the public and customers
- Prepare correspondence and documents
- Prepare work release letters for patients
- Perform related job duties as requested

- Must have the ability to multi-task. Patients coming into the office should be greeted when entering the office.
- All work should be completed during the work day.
- Receive, sort, and distribute office mail.
- Performing general office duties, such as answering telephones, photocopying, filing, and faxing.
- No cell phone usage during working hours unless needed for emergency communication. Cell phone usage should be limited to breaks and lunchtime.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- High school diploma or GED.
- 3+ years of increasingly responsible health (dental) related office management or administrative experience OR equivalent combination of education and experience.
- Proven experience working in a dental office.
- Sound knowledge of dental terminology.
- Proficient in dental practice management software (Dentrix) and running reports.
- Proficient in Microsoft Office (word, excel, outlook, publisher).
- Working knowledge of general administrative practices.
- Displays a high degree of professionalism
- Works well in a team setting
- Good telephone etiquette.
- Exceptional organizational skills.
- Excellent customer service skills.
- Cultural competency and humility in working with Tribes or AI/AN populations

PREFERRED QUALIFICATIONS

- Cross trained: Registered Dental Assistant and dental front desk experience
- Associate's Degree in Dental Assisting, Health Administration, or health-related field.

WORK ENVIRONMENT AND TIME COMMITMENT

- Work 40 hours per week
- Tasks performed indoors
- Lift up to ~20 pounds
- Periods of standing and sitting.
- Demonstrate the ability to work as a team and engage with the team