

**COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.  
JOB DESCRIPTION**

**EFFECTIVE DATE:** April 30, 2018

**POSITION:** PATIENT CARE COORDINATOR (DENTAL)  
**REPORTS TO:** FRONT OFFICE LEAD  
**FLSA STATUS:** NON-EXEMPT

**JOB SUMMARY**

The Patient Care Coordinator is the first point of contact for everyone contacting the Health Center. The position requires Medical/Dental office knowledge and the ability to input data accurately into the computer system. Must be detail oriented with excellent interpersonal and customer service skills. Greets, schedules, and directs patients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Welcomes and greets all patients, visitors, and guests in person or over the phone. Strong focus on Patient Experience.
- Registers new patients and updates existing patient demographics by collecting detailed information, including personal and financial information.
- Ensure all necessary household and income information is current.
- Identifies payer source, verifies insurance and obtains any necessary authorizations, assigns correct pay type, and any collects payments due.
- Copy, scan, and fax documents as needed.
- Maintain provider schedules following office scheduling policies.
- Promptly answers all incoming calls while maintaining a polite consistent phone manner and using proper phone etiquette.
- Responds to patients, prospective patients, and visitor inquiries in a courteous manner.
- Take messages for providers and staff as needed.
- Responsible for keeping front office and reception area clean and organized.
- Attend trainings and meetings as needed.
- Handling incoming and outgoing mail per office protocols
- Prepare daily reports and batches for business office.
- Facilitates patient flow by following check in protocols, being aware of delays, and communicating with patients and clinical staff.
- Able to anticipate inventory and equipment needs and communicate needs to appropriate staff.
- Completes billing and collection processes and prepares for distribution to appropriate sources.
- Is aware of, and able to abide by all HIPAA regulations protecting patient confidentiality.
- May perform other duties assigned by management as needed.

**EDUCATION, TRAINING AND EXPERIENCE**

- High School Diploma or GED.
- Two years experience in a Community Health setting preferred.

- Medical or Dental Assistant Certification preferred.
- Bi-lingual preferred
- Experience in operating a computer and word processing.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Proficiency with computer applications such as Microsoft Excel, Power Point and Word.
- Ability to learn and utilize patient management software and dental practice software.
- Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems
- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.
- Proficient knowledge of Microsoft Outlook.
- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Proficiency and/or ability to expand knowledge of department specific key performance indicators. This includes interrupting data and ability to generate, as well, share self-service reports. In addition, the ability use reports/data to drive decision making.
- Performs other related duties as assigned.

## PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

**NOTE:** The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others

I acknowledge and agree to the terms of the job description:

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Employee Name

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Date

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Employee Signature

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Supervisor's Name

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Date

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Supervisor's Signature