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JOB TITLE: Front Office Coordinator

EXEMPT STATUS: Not Exempt

REPORTS TO: _____

Job Summary

The front office coordinator focuses on all essential duties listed. There must be a comfort level in performing all secondary duties listed as well as part of our cross-trained culture. Creating a welcoming environment for our patients while being accountable for several key indicators for the practice overall financial health is paramount.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty as listed below.

Essential Duties (Edit the following essential duties as appropriate for your practice. Prioritize in order of importance.)

- Adhere to enhanced infection control protocols and PPE requirements to reduce transmission of COVID-19
- Oversee patient care by scheduling appointments, coordinating financial arrangements (including billing and insurance), maintaining patient records, and following up on delinquent accounts
- Assure the practice property is clean, professional and well-kept, all clinical and office equipment is kept in proper working order, and arrange for landscaping/gardening or other services as required
- Keep the doctor and the hygienist productively busy throughout the day
- Answer phones
- Update patient records for each day's schedule
- Schedule all appointments and detail procedure and time needed
- Maximize time efficiency in scheduling by utilizing procedure codes to doctor time, assistant time, anesthesia, etc.
- Check all lab cases have been received the day before treatment
- Check messages prior to the morning huddle
- Greet patients by name and update addresses, telephone numbers, and insurance information as appropriate
- Alert appropriate staff of patient arrival
- Monitor the schedule throughout the day to ensure all runs smoothly
- Determine the status of the next continuing care visit for each hygiene patient seen during the day to ensure no one is missed
- Call any patient who is 5 minutes late to determine their status and inform the clinical staff
- Register new patients and provide necessary forms (welcome letter, patient information, and office policy)
- Keep patients informed of expected wait time if the doctor is behind schedule
- Confirm appointments with patients 2 days in advance of appointment
- Keep the short-call opportunity list current
- Record broken appointment and last-minute cancellations in patient charts

Secondary Duties

- Study insurance plans used most frequently with patients to understand the various nuances of each plan in order to communicate more effectively
- Document basic insurance information on the patient's chart for quick reference
- Process and submit insurance claims daily
- Monitor and follow-up on outstanding claims
- Provide the appointment coordinator with patient names and amounts due so effective collection over the counter can take place during the day
- Identify patients in the daily schedule who are a financial concern, note payment problems on the patient charts, and arrange a conference with them either prior to or at the time of the appointment



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- Record all financial discussions with patients on the chart and enter information in the computer
- Contact patients who have not kept their financial agreement within a 5-day grace period to collect payment in accordance with the financial plan
- Prepare and mail patient statements each month on a regular billing cycle
- Make collection calls
- Solidify the financial agreement with the patient, such as payment amount and schedule
- Follow through with correspondence regarding collection when unable to contact patient on the telephone
- Prepare and send uncollected accounts to collections or small claims court, with employer approval, and follow through as needed. Represent employer in small claims court, if necessary.
- Monitor patients who have been turned over to a collection agency
- Send information as requested by insurance companies such x-rays, charting, narratives, and other documentation for processing the claim, when applicable
- Provide insurance predetermination documentation to patients, contact the patient to make financial arrangements, and schedule treatment
- Correspond with insurance companies to resolve payment delays, requests for additional information, or to discuss treatment that has been denied coverage
- Handle all inquiries concerning insurance on a daily basis

Knowledge/Skills/Abilities *(Update list as necessary)*

- Knowledge of federal and state labor law regulations
- Knowledge of HIPAA regulations
- Knowledge of English composition, grammar, spelling, and punctuation.
- Skilled in the use of standard office equipment including: telephones, calculators, copiers, fax, computers, and computer software (MS Excel, Word, Practice Management software)
- Ability to maintain composure and professionalism when exposed to stressful situations
- Ability to engender trust from the doctors, co-workers, and patients
- Ability to work cooperatively with management, staff, and patients
- Proficient in using conflict resolution and problem-solving techniques to manage conflict, patient complaints, and other discord
- Ability to prioritize, organize, and complete tasks in a timely and independent manner
- Ability to accept constructive criticism
- Ability to understand and follow written and verbal instructions, to collect data, establish facts, draw valid conclusions, and maintain confidentiality
- Ability to communicate and express thoughts and ideas competently
- Ability to quickly grasp relevant concepts regarding duties and responsibilities

Education and Experience

- 2-year degree from a college or technical school
- Minimum of six months to one year of related experience and/or training

OR

- Equivalent combination of education and experience

Special Requirements/Certifications/Licenses *(Enter your state requirements)*



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Physical Requirements (Americans with Disability Act)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required:

- To lift up to _____ lbs
- To roll a 90-pound anesthesia machine and a full 35-gallon drum of expended chemicals on wheels from one area to another
- Active movement throughout the day: sitting, walking, standing, squatting, bending, stooping, reaching, etc. (not a sedentary position)
- Vision: close vision, depth perception, and ability to adjust focus
- Hearing: able to satisfactorily communicate with patients, doctor, and other staff members to ensure verbal communication is clearly understood, or a satisfactorily-equivalent method of communication
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or to operate equipment
- May be required to administer CPR
- Occasional exposure to toxic or caustic chemicals and radiation
- Exposure to moderate noise levels and fast-paced, high-anxiety environments

Additional or different duties may be assigned occasionally at employer's discretion.

Employee Signature: _____ Date: _____