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**Job Title:** Dental Patient Access Coordinator **FLSA Status:**  NonExempt

**Department:** Patient Services **Approved Date:** 08/2020

**Supervisor:**  Patient Services Supervisor

**Position Summary**

The Dental Patient Access Coordinator will be responsible for completing the patient registration process, answering incoming calls and scheduling appointments. This role will manage patient call workloads and enter phone notes.

**Duties/Responsibilities**

* Provides excellent customer service to all internal and external customers
* Collect copayments, prepayments and/or payments on account balances
* Accurately collecting, entering and scanning patient UDS and other demographic information into the patients chart
* Communicate and answer questions with staff and patients efficiently and professionally either in-person, over the phone or electronically.
* Insurance eligibility completed or financial information prior to
* Manage patient calls and requests for providers and clinical staff while maintaining confidentiality.
* Schedule appointments by following position workflows and scheduling guidelines
* Assist with Medical Records requests or any other patient requests
* Support the organization as needed and performs other duties as requested
* Participates in departmental or organizational meetings and trainings
* Demonstrates ability to use computers, Microsoft and email systems relevant to the position

**Required Skills/Abilities**

* Excellent organizational and prioritization skills.
* Effective professional written and verbal communication and interpersonal skills.
* Exceptional attention to detail, organization, and time management skills.
* Ability to self-start, work independently, and work as part of a team
* Ability to make decisions in accordance with established policies and regulations.
* High adaptability and flexibility.
* Ability to maintain confidentiality, respect and dignity of patients.
* Demonstrate passion for and commitment to FHC’s mission and its importance to the community.
* Culturally competent and exhibit cultural sensitivity.

**Education and Experience**

* One year of experience required, preferably in a medical/dental office setting.
* Previous computer and customer service experience (required)
* Knowledge of dental terminology is beneficial in this role

**License, Registration, and/or Certification**

N/A

**Typical Physical Demands/Work Environment**

Occasional standing, walking, lifting, reaching, kneeling, bending and stooping. Talking, typing, hearing/listening, seeing/observing. Requires eye-hand coordination and manual dexterity sufficient to operate a computer, telephone and other office equipment.

Indoors, Environmentally Controlled. The noise level in the work environment is usually quiet.

Sedentary to light work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary to light work involves sitting approximately 75% of the time. Also, involves exerting up to 25 pounds of force intermittently or up to 50 pounds of force infrequently.

*The physical demands and work environment described here are representative of those that must be met by and employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Regular and predictable attendance is required of all Family Health Care Employees.*

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice*

*I have read and understand the requirements and expectations set forth. I have received a copy of this Job Description and I am able to complete all job responsibilities with or without reasonable accommodation.*

Employee Signature Date