

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: DENTAL TREATMENT COORDINATOR
DEPARTMENT: DENTAL
SUPERVISED BY: DENTAL DIRECTOR
CLASSIFICATION: FULL-TIME EXEMPT

POSITION SUMMARY: The Dental Treatment Coordinator assists patients in understanding their treatment options, scheduling appointments, and coordinating their care. The Dental Treatment Coordinator will serve as a liaison between patients, dentists, and other dental staff to ensure a seamless and positive experience for patients undergoing dental treatment. This role requires strong communication skills, attention to detail, and a passion for delivering exceptional patient care.

ESSENTIAL JOB FUNCTIONS:

- **Patient Consultations:** Meet with patients to discuss their dental needs, treatment options, and financial considerations. Provide clear and comprehensive explanations of recommended treatments, including benefits, risks, and alternatives. Address any questions or concerns raised by patients and their families.
- **Treatment Planning:** Collaborate with dentists and other members of the dental team to develop personalized treatment plans for patients based on their oral health needs and treatment goals. Coordinate the scheduling of procedures, consultations, and follow-up appointments to ensure timely completion of treatment.
- **Insurance Verification:** Verify patients' insurance coverage and benefits prior to treatment. Explain insurance policies, co-pays, and deductibles to patients and assist them in understanding their financial responsibilities. Submit insurance claims and follow up on outstanding claims as needed.
- **Financial Coordination:** Estimate treatment costs and provide patients with accurate cost estimates and payment options. Discuss financing options, payment plans, and third-party financing programs to help patients manage the cost of dental care. Collect payments and arrange for payment plans as necessary.
- **Appointment Scheduling:** Schedule appointments for dental procedures, consultations, and follow-up visits according to patients' preferences and availability. Coordinate scheduling changes and communicate updates to patients in a timely manner. Maintain an organized schedule to maximize efficiency and minimize wait times.
- **Patient Communication:** Serve as a point of contact for patients, answering phone calls, responding to emails, and addressing inquiries related to appointments, treatment plans, and insurance coverage. Provide excellent customer service and ensure that patients feel valued and supported throughout their dental experience.
- **Record Keeping:** Maintain accurate and up-to-date records of patient consultations, treatment plans, insurance information, and financial transactions. Enter data into the practice management system accurately and efficiently.
- **Patient Education:** Educate patients about oral hygiene practices, preventive care measures, and the importance of maintaining good oral health. Provide instructional materials and resources to support patients in achieving optimal dental outcomes.
- Other duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- High school diploma or equivalent; Associate's or Bachelor's degree preferred.
- Current license as a Registered Dental Assistant
- Previous experience in a dental office or healthcare setting, preferably in a patient coordination or customer service role.
- Strong understanding of dental terminology, procedures, and treatment options.
- Excellent interpersonal and communication skills, with the ability to communicate effectively with patients, dentists, and other staff members.
- Proficiency in dental software systems and Microsoft Office Suite.
- Attention to detail and accuracy in record keeping and financial transactions.

- Ability to multitask, prioritize tasks, and work efficiently in a fast-paced environment.
- Empathy, patience, and a positive attitude toward patient care.
- All LCTHC employees are expected to:
 - Provide the highest possible level of service to clients;
 - Promote teamwork and cooperative effort among employees;
 - Maintain safe practices; and
 - Abide by the LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS:

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. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. **Balance of time (approximately 30%)** is spent moving around work areas. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC.

Employees who are under the influence compromise LCTHC’S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date