



Job description

The Appointment Coordinator represents the practice in all facets of patient services, which may include, but is not limited to; greeting patients, answering the telephone, scheduling appointments, maintaining patient records and coordinating patient flow.

Essential Duties:

- Greets visitors and patients entering the practice and alerts appropriate staff of patient arrivals.
- Answers telephone, routes calls, provides information, and takes messages in accordance with practice procedures.
- Schedules and adjusts patient appointments to maximize the patient care and reach practice profit target.
- Manages the daily, weekly, and monthly calendar to meet the practice production and collection goals.
- Establishes, maintains and keeps patient files and records up to date (i.e. address, phone number, insurance information, etc.).
- Communicates with patients regarding financial options.
- Reconciles financial records by receiving and recording patient payments.

- Prepares correspondence, memos, condolence letters, and other documents, as requested by doctor.
- Uses computer, fax, or courier service to transmit information or documents when requested.
- Keeps the front desk and reception areas clean. Organizes magazines to keep current and neat.
- Performs necessary duties associated with checking patients in and out.
- Record treatment information in the patient's chart.
- Enter type of treatment planned for the next appointment, and the amount of chair time, doctor time and assistant time needed.
- Produces the doctor's call list and provides to the doctor each day, as necessary.
- Calls patients the day before to remind them of a scheduled appointment time, or monitors the automatic communication system and maintains accuracy.
- Adheres to all safety and health regulations.
- Monitors the schedule regularly, adjusts the schedule as necessary, and reschedules patients as needed.
- During morning huddles, reports on production results, addresses problems that occurred, and evaluates patient flow from the previous day.
- Updates staff on the status of the current day's production goals, and identifies scheduling gaps.
- Keeps staff and doctor informed of scheduling problems, issues or concerns
Organizes daily charts and provides to clinical staff for review.
- Registers new patients, provides necessary paperwork (welcome letter, HIPAA documents), and insures all required documents are completed by the patient.

Knowledge/Skills/Abilities:

- Knowledge of appointment coordinator procedures.
- 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.
- Maintain confidence with the patient regarding abilities of doctor(s) and staff. Ability to work cooperatively with management, staff, and patients.
- Ability to prioritize, organize, and complete tasks in a timely and independent manner.
- Ability to accept constructive feedback.
- Ability to understand and follow written and verbal instructions.
- Ability 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.
- Ability to greet visitors professionally and courteously.

Education / Experience:

- High school diploma or equivalent
- No Minimum experience required in the dental profession

Physical and Environmental Requirements:

- May be required to lift up to 50 lbs.
- 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 that 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 operate equipment.
- May be required to administer first aid or CPR.
- Occasional exposure to toxic or caustic chemicals and radiation. Exposure to moderate noise levels.
- Exposure to hectic, fast-paced, high anxiety environments.

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

Job Type: Full-time

Benefits:

- Employee discount
- Paid time off
- Paid training

Schedule:

- Holidays
- Monday to Friday
- No nights
- Weekend availability

COVID-19 considerations:

At Beam Dental, infection control is of the highest priority in order to protect our patients and team members. On going training and education are required and executed.

Ability to commute/relocate:

- Broken Arrow, OK 74014: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person

Closed

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