



## Dental Patient Coordinator

### POSITION SUMMARY

The Patient Coordinator is responsible for the first impression a patient has of our clinic. The registration representative performs a variety of administrative tasks essential for the efficient care of patients at Ethne Health, including handling incoming calls, scheduling appointments, registering patients, interpreting for patients(as able), and financial counseling.

**Experience:** At least 2 years of experience in customer service, office work, or a clinical setting. Dental billing and/or patient financial services related experience and some knowledge of commercial insurance and Medicaid is preferred.

### KEY RESPONSIBILITIES

- Answer inbound phone calls and transfer calls or take messages as needed.
- Make appointments for patients, canceling and rescheduling appointments as necessary according to scheduling rules.
- Obtain and enter complete registration demographic and insurance verification information into EMR system.
- Handle collection of co-pays or balance due payments with posting to EMR system.
- Process missed appointments, insurance pre-verification reports, and other registration-related reports as necessary.
- Provide face-to-face financial counseling for patients, notably uninsured/underinsured patients and explain eligibility and application requirements to patients for various programs.
- Collect pertinent documentation required for eligibility determinations, and assist or refer patients as needed to complete forms or applications related to their insurance coverage and/or sliding fee discount application.
- Work to find acceptable financial arrangements between patient and the clinic and to help patients understand the financial plan.
- Place outbound calls to patients for the purpose of making appointments, appointment reminders, and follow up on financial plans.
- Screen patients in person and on the phone for symptoms and assist in problem-solving.

### POSITION REQUIREMENTS

#### Skills:

- Good interpersonal skills
- Ability to work well with the variety of ages, cultures, and temperaments represented among Ethne Health staff and patients
- Treat others with kindness and professionalism



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a community clinic

- Some computer skills required (i.e. Windows based, Microsoft Office, dental software) and telephone operator experience.
- Basic math skills for the handling of collections and co-payments.
- Commitment to punctuality, honesty, and following instructions.
- Proper attention to detail in all work matters.
- Willingness to learn from others and work collaboratively.
- Willingness to work some weekends and evenings as the need arises.
- Ability to work independently, take initiative, and set priorities according to the needs and mission of the clinic.
- Multi-task and problem solve in a fast-paced work environment.
- Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
- Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
- Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of Ethne Health.
- *Bilingual preferred* with fluent English language proficiency.

**Education:**

High School Diploma or its equivalent.

**Licenses or Certifications:** NA

**Starting Pay:** \$17-20 per hour, contingent upon education and experience.

Please send all inquiries to our Dental Director: [eunice.chay@ethnehealth.org](mailto:eunice.chay@ethnehealth.org)