

Scheduling Coordinator #2

Reports To: The Doctor

Summary of Position:

Responsible for patient scheduling, telephones, statuses, and front desk paper flow. Scheduling coordinator's primary function is answering phones and conversing with patients. This person should have a kind and persuasive personality and enjoy socializing with our patients. They are to be an ambassador and promoter of the practice.

** Need to be familiar with Scheduling Coordinator #1 specific duties.*

Practice Responsibilities (shared with Scheduling coordinator #1):

- Turn on and off phones in the morning and at the end of the day.
- Schedule patients.
- Answer the telephone. Screen calls, take messages, and answer inquiries.
- Pass new patient calls to the new patient coordinator.
- Greet patients and make any introductions to help them feel welcome in our office.
- Complete emergency information when emergency patients call.
- Create chart entries documenting conversations with patients and/or parents.
- Arrange for courier pick up and sign for deliveries.
- When patient calls to schedule start appointment, send Orthodoc's payment contract to be e-signed.
- Take payments received at the desk or via phone. Give insurance forms as needed.
- Update patient information in OrthoTrac.
- Copy, file, and mail/email outgoing correspondence.
- Ensure the reception, waiting room, games and internet cafe areas are disinfected hourly and documented as per environmental cleaning protocol.
- Monitor supplies in public washrooms.
- Monitor/Tidy coffee and tea area.

Patient Management

- Triage and greet patients in and out of the office.
- Send Braces (441, 443, 458) or Invisalign (451) start email to patients after appointment complete.
- Call New patients to confirm appointment, if not confirmed through sesame, or if have not received med hx form
- Comfort calls for new starts on Monday (for Wednesday / Thursday of week before) and Thursday (for Monday / Tuesday of that week)
- Respond to Sesame patient emails and text, or forward to appropriate person.
- Call patients to pick up Essix or sports guard when ready.

Schedule Management

- Monitor the “FD in TX W/O appt” report monthly
- Monitor recall systems monthly (check 2 months previous to current month to see if any need to be followed up with)
- ◆ G&D W/NO APPT OR RECALL - monitored monthly
- ◆ G&D WITH EXPIRED RECALL - monitored quarterly

Practice Management

- Write names of upcoming RXX for the week on the black board.
- Download Medical history forms from Ortho Sesame, and upload to patients chart, then delete from Ortho Sesame.
- Scan/download incoming doctors correspondence into patient's chart print and leave on Doctors desk to review letter.
- Monitor Ortho Sesame emails and texts daily.
- Open northsesame@bozekorthodontics.com or watersesame@bozekorthodontics.com check all emails and respond accordingly then delete.

Miscellaneous

- Be an active participant in staff meetings and committee meetings.
- Perform other tasks as assigned by the doctor.
- Be available to do whatever job is necessary to ensure the proper functioning of the office each and every day.
- Work cohesively with fellow team members to provide an atmosphere of trust, mutual respect, and cooperation.