

## **Thrive Dental & Orthodontics Treatment Coordinator Job Description**

Congratulations on your transition into the role of **Treatment Coordinator** at Thrive Dental & Orthodontics! Your hard work and dedication have earned you this opportunity, and we are confident that your skills and experience will contribute to the continued success of our team. This position is integral to providing exceptional patient care, ensuring that treatment plans are clearly communicated, and driving same-day treatment conversions.

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### **Your Role & Responsibilities**

As a Treatment Coordinator, you will be responsible for facilitating patient treatment plans, helping them understand their options, and guiding them through the financial aspects of their care. Your ability to educate and build trust with patients will directly impact case acceptance and overall office performance.

#### **Key Responsibilities:**

- Transitioning into this leadership role by applying your experience and knowledge to enhance treatment planning and financial presentations.
- Present treatment options in a clear and professional manner, ensuring patients understand their recommended procedures.
- Focus on same-day treatment conversions (SDTX), maintaining a 75% SDTX conversion rate.
- Discuss financial options, including insurance coverage, in-house financing, and third-party financing.
- Offer and explain the Healthy Smiles Discount Plan (HSDP) to patients without insurance.
- Accurately input treatment plans and financial arrangements into OpenDental.
- Ensure proper documentation and compliance with office policies.
- Maintain an empathetic, patient-first approach while supporting team collaboration.
- Work closely with doctors and clinical staff to facilitate efficient scheduling and treatment execution.

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### **What We Expect From You**

Stepping into this role means embracing a higher level of responsibility and accountability. You are now a key player in driving practice growth and ensuring our patients move forward with their needed treatments. We expect you to:

- Embrace the Thrive Experience, always working toward patient-centered care and maximizing treatment acceptance.

- Approach financial discussions with confidence and transparency, helping patients feel comfortable with their investment in their oral health.
- Continuously refine your communication and persuasion skills to improve case acceptance.
- Keep track of unscheduled treatment plans and actively follow up to get patients scheduled.
- Collaborate with team members to optimize efficiency and minimize gaps in the provider's schedule.
- Remain adaptable and committed to learning new strategies to enhance your effectiveness in this role.

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### **Success in This Role**

To thrive as a Treatment Coordinator, you must consistently demonstrate strong communication skills, professionalism, and a results-driven mindset. Your success will be measured by:

- Maintaining a 75% same-day treatment conversion rate.
- Achieving high patient satisfaction and retention scores.
- Demonstrating accuracy in financial presentations and insurance verifications.
- Effectively handling patient objections and guiding them toward treatment acceptance.
- Supporting office efficiency and production goals.

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### **Final Thoughts**

This is an exciting opportunity to take your career at Thrive Dental & Orthodontics to the next level. We believe in your ability to make a meaningful impact, and we are here to support your growth. Let's work together to provide outstanding patient care and drive practice success!

Welcome to your new role—let's make a difference, one patient at a time!