

## **Dental Check-In/Check-Out Coordinator**

**Location:** [Insert Location]

**Job Type:** Full-Time / Part-Time

**Reports To:** Office Manager

### **Job Summary**

As the first and last point of contact for our patients, you play a crucial role in ensuring a positive patient experience. This position requires excellent communication skills, multitasking abilities, and a commitment to outstanding customer service.

### **Key Responsibilities**

#### **Check-In Duties:**

- Greet and welcome patients with a warm and professional demeanor.
- Verify and update patient information, insurance details, and medical history.
- Collect and process copayments and outstanding balances.
- Ensure all necessary consent forms and paperwork are completed.
- Schedule appointments and confirm upcoming visits via phone, text, or email.

#### **Check-Out Duties:**

- Review treatment plans and financial arrangements with patients.
- Collect payments, provide receipts, and process financing options if needed.
- Schedule follow-up visits and coordinate referrals if necessary.
- Answer patient questions about treatments, insurance, and billing.
- Ensure a smooth handoff between the front desk, clinical team, and billing department.

#### **General Duties:**

- Maintain a clean and organized front desk area.
- Answer phone calls and assist with patient inquiries.
- Assist with insurance verification and billing tasks as needed.
- Support the office manager and team with administrative duties.

### **Qualifications & Skills**

- **Experience:** Prior dental front office experience preferred but not required.
- **Education:** High school diploma or equivalent.
- **Skills:**
  - Excellent communication and interpersonal skills.

- Strong multitasking and organizational abilities.
- Proficiency in dental software (e.g., OpenDental, Dentrix, Eaglesoft) is a plus.
- Basic knowledge of dental procedures and insurance terminology is beneficial.
- Ability to handle patient concerns professionally and empathetically.

**Benefits:**

- Competitive pay based on experience.
- Health, dental, and vision insurance options.
- Paid time off and holiday pay.
- Employee discounts on dental services.
- Opportunities for growth and advancement.

**Join our team and be a part of a dynamic, patient-focused dental practice!**