

Job Description for Treatment Coordinator

Treatment Coordinator's Responsibilities

1. Call new patients at least two days prior to appointment to a) greet, b) provide market niche core messages, c) ask if they have received NP letter and health history form, d) remind them of appointment time, e) answer any questions.
2. Make sure that office has x-rays from previous dentist (if applicable).
3. Complete thank you note to person who referred patient.
4. Seat new patient, confirm information, assist with NP exam as appropriate.
5. Prepare written treatment plan per doctor's instructions.
6. Make consultation appointment (if patient needs to return for this appointment.)
7. Assist with consultation appointment as directed by doctor—for example, treatment coordinator should be in the room with the doctor and patient for all or part of the consultation appointment.
8. Make all financial arrangements with the patient after doctor has left the consultation room.
9. Make treatment appointment for patient following consultation appointment.
10. If indicated, set up appointment for patient with specialist/general dentist.
11. Coordinate with specialist's/general dentist's office; send explanatory letter, x-rays, study models, etc.
12. Place a courtesy call to the patient to follow up after visit to specialist/general dentist to get patient's feedback and to assure patient that general dentist and specialist are working together as a team.
13. Make sure that the office knows exactly where the patient is "in the system" at all times. For example, treatment coordinator should know whether patient has scheduled treatment, scheduled with specialist/general dentist, deferred recommended treatment, etc. and be aware of what the next step is and when it will occur.
14. Schedule patient for treatment at the appropriate time after the specialist/general dentist has completed treatment.
15. If patient has deferred treatment, coordinate follow-up.
16. Review schedule daily, weekly, and monthly. Make sure that production block scheduling is being utilized.
17. Take phone calls from patients or specialists/general dentists who have questions about treatment.
18. Call patient after significant treatment appointment to make sure they are comfortable.
19. Send short written memoranda to doctor on a regular basis (can be done as e-mail) to keep doctor apprised of important developments.
20. Meet with doctor briefly on a daily basis to review schedule and significant information.
21. Meet with doctor weekly for a longer period of time (20 minutes or so) to review larger issues, systems, items that need attention.