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Financial Coordinator   
Job Description

Revised August 2020

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*The following job description and job duties are intended as general information and guidelines only. They may or may not conform with all federal, state, and local laws, rules, and regulations or the frequent updates to such. They also may not conform or apply to the latest updates in dental procedures, equipment, use of equipment.*

*This job description is not a substitute for*

* *proper legal or other professional or regulatory advice*
* *knowledge of best equipment, equipment procedures, and handbooks*
* *technically proper practices of dentistry and patient care*
* *any other professional, equipment, or regulatory advice for specific procedures and/or situations, including compliance with all HIPPA, EPA, and OSHA laws and regulations*

*Before implementing anything in this job description, it is the sole responsibility of each practice, its owner(s), and its employees to consult with attorneys, applicable governing and regulatory boards, government agencies, and equipment manufacturers in order to obtain and ensure that they have a full understanding of all the laws, rules, and regulations governing their practice, as well as knowledge of the best equipment, equipment procedures, and dental procedures.*

*It is the responsibility of the practice owner to cross-check and verify the legality, permissibility, technical correctness, and applicability of all the following information, prior to implementation. All ePractice Manager job descriptions cover the essential basics of each job but cannot cover and fit the specific activities of every office, as each is unique. Therefore, you should use this job description as a template to edit, as needed* ***prior to implementation*** *to best fit your office.*

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# INTRODUCTION

The financial coordinator works very closely with the treatment coordinator to ensure that patients follow a smooth process through case acceptance to scheduling for their proposed treatment. Once the treatment coordinator has “closed” the patient, it is the financial coordinator’s responsibility to get them scheduled for treatment. This process involves presenting their insurance benefits and any patient portion that is due prior to treatment and collecting that dollar amount, all while ensuring they stay comfortable.

## Understanding Your Role

The process for getting a patient to accept and schedule treatment consists of the following steps:

1. A proper patient welcome and introduction to the practice
2. An explanation of the practice’s financial policies
3. The doctor’s exam
4. The doctor’s diagnosis and resulting treatment plan presentation
5. The proper “handoff” of the patient from the doctor to the financial coordinator
6. The “closing” of the patient for the service(s)
7. The arrangement of financial payment
8. The collection of service fee(s) from the patient

# GENERAL DESCRIPTION

## Purpose

The purpose of the financial coordinator is to assist patients in reaching their dental goals by smoothly transitioning them through the case acceptance and treatment processes for the high-value dental services they want and/or need.

## Primary Objectives

The financial coordinator’s primary objectives are to

* establish and maintain a trusting and supportive relationship with patients
* qualify and enlighten patients
* build value for the patient’s experience and service
* help patients overcome financial and emotional barriers to treatment
* obtain a high percentage of case acceptance
* be a liaison between the patient and the provider
* be a liaison between the patient and the referral source
* ensure that patients feel well cared for
* communicate with patients throughout the treatment process
* take responsibility for the entire patient base
* maximize the doctor’s schedule and production
* maximize payments/collections

## Required Skills

The financial coordinator position requires the following skills:

* Excellent verbal and written communication skills
* Superior interpersonal and customer service skills
* Excellent listening skills
* Empathy for the needs of others
* A professional demeanor
* An enthusiasm for helping people through dentistry
* A good understanding of the dental profession
* Self-confidence
* Superior organizational skills
* A high level of personal integrity and ethics

## Facilities and Equipment Required

It is recommended that the financial coordinator have access to a

* private office or conference room
* computer with contact management software, email, telephone, etc.,
* printer

## Supervisory Responsibilities

The financial coordinator holds no supervisory responsibilities.

## Physical Demands

The financial coordinator must be able to

* remain in a stationary position 60% of the time
* occasionally move around to access file cabinets, office machinery, etc.
* constantly operate a computer and other office products, such as a copy machine, printer, and telephone system
* frequently and accurately communicate with patients who have inquiries about appointments, treatment, and billing

## Hours

This is an hourly position with a minimum of 40 hours per week in the office Monday through Friday.

## Metrics

The financial coordinator monitors success by watching two key performance indicators[[1]](#footnote-1) (KPIs):

* Case acceptance rate
* Amount of dollars presented

An upward trend of these metrics on a graph would indicate that the financial coordinator is successfully meeting the objectives of the position and the needs of the practice. If these trends plateau or begin to decline, the financial coordinator would take action to determine the reason(s) for the decline and correct it/them.

## Primary Duties

The financial coordinator has a wide variety of responsibilities. The following list summarizes some of these key responsibilities.

* Greets and checks in patients by
  + assisting the schedule coordinator in greeting patients on the telephone or in person
  + making eye and verbal contact with all patients
  + communicating in an enthusiastic and friendly manner that sets the tone for the patient’s experience
  + checking in patients
* Completes general scheduling and other communication duties by
  + scheduling and rescheduling treatment appointments
  + ensuring appointments are scheduled with the correct provider, proper procedures are attached, and that the length of time is correct
  + advising patients of any estimated out-of-pocket costs due at the time of service (including prior balances)
  + developing expert phone skills to portray the office as friendly and competent
* Supports patient consultations and examinations by
  + pre-qualifying patients
  + establishing a trusting and supportive relationship with patients at their initial consultation
  + establishing the patient’s goals
  + finding the patient’s major motivating factor for accepting the service
  + selling the dentist’s skills
  + building value in the services needed by in relation to the fees
  + informing patients about the benefits, risks, and costs of various treatment options
  + preparing written treatment plans per the doctor’s instructions
  + presenting fees and providing estimates for treatment
  + answering questions related to treatment and fees
  + discussing dental insurance benefits when applicable
  + listening to patients
  + obtaining as high of a case acceptance percentage as possible
  + documenting financial arrangements and commitments to pay
  + adhering to all company financial policies
  + bringing patients back in for additional consultations as necessary
  + following up with patients who defer treatment via letters, telephone calls, etc.
* Checks out patients by
  + making acceptable financial arrangements in office and/or with Care Credit
  + gathering and processing Care Credit applications
  + following office financial policies
  + scheduling next and continuing care appointments
  + confirming next and continuing care appointment for scheduled patients
  + scanning informed consent forms and all additional information
  + confirming that all practice management software information is accurate (e.g., current appointment information, ledger, charting, phone numbers, insurance, etc.)
  + pre-collecting money from the patient for their portion of the proposed treatment plan
  + properly entering consultation and treatment codes into patient profiles
* Supports sedation appointments by
  + scheduling any pre-sedation work-up appointments
  + getting answers for any questions the doctor has about treatment
  + getting prescriptions signed and ready
* Supports treatment by
  + ensuring patients start treatment within 10 days of case acceptance
  + monitoring implementation of treatment plans
  + ensuring patients receive the treatment and service they have been promised
* Supports practice growth by
  + creating personal relationships with each patient and getting to know their name, preferences, and families
  + taking every opportunity to show sincere gratitude to all patients
  + habitually inviting patients to refer their friends and family
* Completes additional duties by
  + posting mail-in payments
  + completing day sheets
  + making deposits
  + distributing schedules for the next day
  + meeting with the office manager as needed to improve production and office systems
  + keeping a current job description, including details of successful actions
  + taking advantage of continuing education opportunities to improve one’s skills

## Patient Confidentiality[[2]](#footnote-2)

Maintaining patient confidentiality is a serious matter affecting patient trust, and it is regulated under federal law. For this reason, great care must be taken to ensure that patient information is not made available to any unauthorized persons.

The financial coordinator understands and enforces all related patient confidentiality rules and best practices.

# SIGNATURE

This job description has been authorized by the managing partner. The employee’s signature below constitutes their understanding of the requirements, essential functions, and duties of the positions. Job performance reviews will be conducted annually.

Employee Printed Name Date

|  |  |  |
| --- | --- | --- |
|  |  |  |

Employee Signature

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| --- |
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1. Key Performance Indicator (KPI) – a measurable value used to monitor some crucial factor of business operations, for example, the dollar value of services delivered. [↑](#footnote-ref-1)
2. Please refer to the ePM **General Staff Job Description** for information on patient confidentiality and its importance. [↑](#footnote-ref-2)