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Implant Coordinator   
Job Description

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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 HIPAA, 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 implant coordinator works directly with referring practices, the surgical team, implant manufacturer representatives from various companies, and patients. Building relationships, especially referring practices and patients, is crucial to success in an implant coordinator position.

## Understanding Your Role

The process for building effective relationships with the right people consists of the following steps:

1. Use excellent interpersonal skills to establish supportive and trusting relationships.
2. Maintain ongoing communication with referring doctors through every step of each case.
3. Routinely meet with implant representatives to ensure current knowledge of implants and implant parts.
4. Work closely with the treatment coordinator to keep patients motivated to accept treatment.
5. Work closely with the doctor to ensure correct implant sizes are in stock for each case.
6. Maintain communication with various implant representatives to ensure the office has their continuous support.

# GENERAL DESCRIPTION

## Purpose

The purpose of the implant coordinator role is to ensure communication with referring offices, implant manufacturer representatives, and patients. The implant coordinator will stay current throughout treatment, ensure the office’s implant inventory is stocked, and ensure each implant case is ready for surgery.

## Primary Objectives

The implant coordinator’s primary objectives are to

* establish and maintain a trusting and supportive relationship with patients
* qualify and enlighten patients
* educate patients on the implant placement process
* build value for the patient’s experience and service
* be a liaison between the patient and the provider
* be a liaison between the patient and the referral source
* ensure high-quality patient care
* communicate with patients throughout the treatment process

## Required Skills

The implant coordinator position requires the following skills:

* Excellent verbal and written communication skills
* Superior interpersonal and customer service skills
* Excellent listening skills
* Time-management skills
* Self-motivation
* Empathy for the needs of others
* A professional demeanor
* An enthusiasm for helping people through dentistry
* A good understanding of dental and dental surgical procedures
* Self-confidence
* Superior organizational skills

## Facilities and Equipment Required

It is recommended that the implant coordinator have access to

* a private office or conference room
* a well-maintained stock of implants and components
* a computer with contact management software, email, telephone, etc.,
* visual tools, such as models, flip charts, etc.
* digital and/or intraoral camera equipment

## Supervisory Responsibilities

The implant coordinator holds no supervisory responsibilities.

## Physical Demands

The implant coordinator must be able to

* remain in a stationary position 50% 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 referring offices who have inquiries about their patients’ treatment

## Hours

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

## Primary Duties

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

* Completes treatment-related duties by
  + regularly meeting with the surgeon to coordinate upcoming cases
  + coordinating surgical supplies, implants and healing abutments, preoperative lab work, etc.
  + ensuring correct supplies and instruments are prepared for each surgery
  + reassuring patients prior to treatment
  + monitoring implementation of treatment plans
  + ensuring patients are receiving the treatment and service they have been promised
  + ensuring excellent patient relations are maintained at all times
  + dealing with difficult patients
  + keeping the doctor apprised of important developments
  + coordinating with the referring doctor on any questions or concerns the surgeon or patient have with the proposed treatment plan
  + enhancing relationships with referring doctors through regular and frequent contact
* Provides surgical assistance by
  + taking scans
  + uploading scans
  + preplanning cases
  + setting up planning meeting with the surgeon for difficult cases
  + highlighting and labeling guide sheets with notes for surgery
  + ordering specific implant parts and utilizing the guide to ensure accuracy
  + scheduling patients
  + filings and organizing storage of used guides and models
* Provides follow-up care by
  + placing courtesy calls to obtain feedback from patients to ensure surgeon and referring doctor are working together as a team
  + coordinating with and supporting referring doctors to ensure they have the necessary parts, tools, and information for the successful completion of restorations
* Coordinates with referring doctors by
  + helping to verify and pull abutments for patients who are ready to have implants finished and whose dentist will be placing abutments and restoring the implants
  + taking the abutments, parts, and pieces to the dentist
  + ensuring the dentists have the necessary tools and information to restore the implants
  + helping to answer any questions from the other offices, especially pertaining to the placement and restoration of implants
  + meeting with the implant representatives for information about the processes, placement, parts, and restoration of implants
  + updating referring offices about implant patients through various means of correspondence
  + tracking implant treatment and acceptance as well as the referring doctor’s implant needs and preferences
  + creating a system, in accordance with agreements made with referring practices, to follow up with patients who did not accept treatment
  + coordinating all clinical records for implant patients, and staying ahead of the surgeon and referring doctor to ensure both practices are prepared for upcoming treatments
  + managing surgical workflow guides
  + overseeing the handling of implants and components for each implant patient
  + assisting with implant inventory and tracking kits and implant items borrowed by referring offices
  + gathering and managing patient reviews and using them with other practices, especially as they relate to positive outcomes on implant cases
* Improves quality of care by
  + meeting with the doctor to improve and streamline pretreatment procedures as necessary
  + maintaining a current job description including details of successful actions
  + meeting with implant manufacturer representatives to stay up-to-date on the latest procedures and equipment
  + building relationships with implant manufacturer representatives who can reduce costs and provide financial, clinical, and marketing support
  + educating other staff to identify implant prospects and effectively direct them to you for consultation
  + taking advantage of continuing education opportunities to improve one’s skills
* Completes additional duties by
  + checking appointment notes and ensuring correct times were given for implants, bone grafts (excluding socket grafts), and uncovery appointments
  + ensuring clearance has been obtained for patients who are on blood thinners, which includes calling patients to make them aware they need to be off of blood thinners per surgery protocol
  + checking the patient schedule and requesting or pulling patient charts in order to complete workups on implant graft (excluding socket grafts) uncovery appointments
  + ensuring deposits have been collected on surgeries and notifying the front office when they are not collected
  + ordering, exchanging, and organizing the stock of implants
  + keeping an up-to-date pricelist of bone and implant supplies with pricing checked yearly
  + returning failed implants and completing the questionnaire
  + completing a monthly implant and abutment count for each doctor
  + completing a yearly implant count by referral report
  + continuously updating a DDS preference list by calling new doctors to determine implant preferences
  + notifying implant reps to resolve questions in DDS offices when necessary

## Patient Confidentiality[[1]](#footnote-1)

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 implant 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

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

Employee Signature

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1. Please refer to the ePM **General Staff Job Description** for information on patient confidentiality and its importance. [↑](#footnote-ref-1)