**SC**

**SCHEDULE COORDINATOR**

This is NOT a scheduling coordinator, but a schedule coordinator!

* Runs the day’s schedule
* Confirms upcoming appointments
* Checks patients in
* First on phones
* Acts as a receptionist to route calls to the appropriate team member
* Tends to the waiting room
* Adjusts appointment time of current and upcoming appointments (start time and amount of time)
* Work in emergencies
* Blocks out doctor days off
* Blocks out office closures
* Monitors patient flow and schedule running on time through coordination with the clinic

**PC**

**PATIENT COORDINATOR**

* Second on phones
* Does intake on new patient calls
* Takes calls from referring offices
* Scheduling
* Insurance verification
* Medical clearance
* Gets images, referral slip, etc. from referring office
* Correspondence with referring offices (after consult/surgery letters)
* Calls patients with diagnosed and undone treatment

**FC**

**FINANCIAL COORDINATOR**

* Third on phones
* Patient checkout
* Workup treatment plans (for surgical cases)
* Present treatment plans (for surgical cases)
* Scheduling (for surgical cases)
* Prescriptions

**AC**

**ACCOUNTS COORDINATOR**

* Submits insurance claims
* Line-item posting of EOBs and patient payments
* Ensures insurance claims are paid in a timely manner
* Ages accounts receivable
* Resubmits denied claims (providing documentation, arranging peer review)
* Patient statements, collections, payment arrangements, send to collections write offs

**TC**

**TREATMENT COORDINATOR**

* Attend consult
* Patient education
* Pre/post operative expectations
* Consequences of non-treatment
* Consents
* Workup treatment plans (for implant/large cases)
* Present treatment plans (for implant/large cases)
* Scheduling (for implant/large cases)
* Prescriptions

**IC**

**IMPLANT COORDINATOR**

* Implant inventory
* Implant ordering
* Case planning
* Stents/guides/provisionalisation ordering/timing/preparation

**OM**

**OFFICE MANAGER**

* Hiring
* Scheduling (staff)
* Training
* Correction/discipline of staff
* Schedule oversight (patient)
* Stats/tracking
* Analysis
* Plans
* Implementation
* Oversight of all positions
* Executive coordination with owner
* Viability of the practice through efficiency
* Meeting production goals

**PRC**

**PR COORDINATOR**

* New patient/referral stats
* Marketing strategy
* Marketing calendar
* Visits to referring offices
* Prospecting (offices and other businesses)
* Appreciation (gifts/events)
* Education (events/office visits)
* OM Group
* Study club
* Online presence (website, SEO, reputation management, social media)