

**Title: Front Desk Coordinator****Reports to:** Alisha D'Ovidio, Clinical Office Manager**Based at:** Interfaith Dental, Nashville, TN**Rotations possible at:** Interfaith Dental, Murfreesboro, TN**Job Purpose:**

To effectively keep all records and schedules of dental providers and their patients as well as administrative and general office duties pertaining to patient care, so as to maintain and uphold the mission of Interfaith Dental.

**Performance Requirements:**

- Must be proficient in Microsoft Word and be able to use/show proper grammar and professionalism in speech and writing
- Minimum of 1 year of experience in reception or patient care required

**Key Responsibilities and Accountabilities:**

- Promote hospitality and respect for all patients and provide compassionate care for all in accordance with our mission

**Patient Check-In**

- Check voicemails as needed
- Answer phones and address patient needs
  - Effectively navigate patients (phone calls and walk-ins) who are not a fit for our program into other programs to help them achieve their dental goals
- Patient check-in
- Complete opening procedures
- Have consents signed, if necessary, including treatment consent
- Get responsible party to sign TennCare Agreement for non-covered services
- Collect any payments due prior to treatment, if necessary
- Collect required paperwork/documents (driver's license, medical history, EPRF, etc) and importing into patients record.
- Manage patient records (prepare digital charts for new patients, enter data in computer, file charts) and updating any changes to the patient contact information.
  - iCarol entry as needed for SmileOn60+ patients
  - Creating appropriate pop-up for TennCare/SmileOn60+/CoverKids/ECFChoices

**Responsible for "Coloring" the Day sheet**

- Note any patients with missing consents
- Note any TennCare/CoverKids/ECFChoices patients that are responsible for payment
  - Noting any TennCare/Coverkids that need to sign current updated consent
- Note any patients that need to complete or update medical history
- Note payments due and amount prior to treatment such as IV sedation, crown, and bridgework, dentures or partials, implants
- Note patients with multiple appointments
- Check for any discrepancies in scheduling (i.e., patient scheduled for partials delivery in AM and try on in PM)

**Additional Responsibilities**

- Complete Opening and Closing Procedures
- Participate in providing warning letters, dismissal letters and graduation letters to patients
- Participate in community outreach as directed by the dental director or development department
- Help maintain reception area and bathrooms
- Provide Back- Up to Outgoing Patient Care Coordinator

**The mission of Interfaith Dental is to create a healthier community by providing transformational oral health care for those experiencing poverty. [www.interfaithdental.com](http://www.interfaithdental.com)**

Please send resumes to: [Alisha@interfaithdental.com](mailto:Alisha@interfaithdental.com)