



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Patient Treatment Coordinator**
SUPERVISOR: Patient Care Assistant Supervisor
LOCATION: Peter Christensen Dental Clinic
POST DATE: March 26, 2024
CLOSING DATE: April 9, 2024

General Description: The primary responsibility of this position is to represent the clinic with a compassionate and energetic attitude along with the ability to maximize time efficiency in scheduling open appointments using superior communication skills.

Qualifications: High School Diploma or equivalent is required. At least two years' experience in scheduling in dental/medical field preferred. One-year clinical experience and/or administrative tasks preferred.

Salary: \$12.00-\$24.00/hr. depending on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Patient Treatment Coordinator

B. DEPARTMENT: Peter Christensen Dental Clinic

C. SUPERVISOR'S TITLE: Patient Care Assistant Supervisor

D. DESCRIPTION OF DUTIES: The Patient Treatment Coordinator represents the clinic with a compassionate and energetic attitude along with the ability to maximize time efficiency in scheduling open appointments using superior communication skills. Specific duties include, but are not limited to the following:

1. Handle phone calls and walk-in patients who desire to schedule an appointment with a dentist, including clarity and patience.
2. Return missed calls and voicemails in a prompt manner.
3. Schedule appointments and detail procedures for patients daily as appointment sheets are turned in.
4. Maximize time efficiency in scheduling open appointments.
5. Maintain short call lists to aid in filling drop outs.no shows.
6. Record no show appointments in ledger and clinical notes.
7. Keep track of multiple patients that are waiting for appointments openings at the earliest opportunity.
8. Maintain and monitor patients with unscheduled treatment plans.
9. Differentiate patients based on payer type and treatment classification.
10. Meet with dental teams as needed to discuss their patient lists, keep communication open via emails, in office messaging and phone calls.
11. Notify patients when prior-authorizations are approved.
12. Be responsible for handling some financial questions from patients.
13. Establish the financial arrangements with patients.
14. Run itemized statements as requested by patients.
15. Collect the payment that is due at each appointment and monitor individual patient accounts.
16. Become cross trained with Insurance Specialist to handle insurance verification.
17. Become cross trained to handle receptionist duties if needed.
18. Effectively communicate and develop a strong working relationship with the providers and promote teamwork through cooperative and professional behaviors.
19. All other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with patients, dental staff, and tribal center staff.
2. **External:** Occasional contact with the residents of the community.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Patient Care Assistant Supervisor

H. EDUCATION: High School diploma or equivalent is required.

I. EXPERIENCE: At least 2 years' experience in scheduling, preferable in dental/medical field. One year of clinical experience (dental assistant, etc.) and/or with administrative dental/medical tasks preferred.

J. SKILLS: Works cooperatively with staff and patients and resolves conflicts as they occur and including the following:

1. Has the ability to work under pressure while maintaining professional and ethical codes of conduct.
2. Understands the socio-cultural factors associated with the community's use of dental services.
3. Identifies, ensures and maintains confidential information.
4. Ability to provide great customer and patient service.
5. Excellent in communication skills, both verbal and written.
6. Proficient in basic computer applications with the ability to learn new software.
7. Understands and abides by clinical policies, regulation, and procedures.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Work is performed in a dental office setting, may be stressful at times, interaction with others is constant and interruptive.
2. **Exposure to Hazards:** Potential exposure to blood borne pathogens and or bodily fluids.
3. **Physical Requirements:** May require sitting for long periods of time, stooping, bending, and stretching for supplies.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Patient Treatment Coordinator to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Employee must submit to a TB test. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

Employee	Date
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Previously signed
Tribal Administrator **Date**

Manager _____

Previously signed _____
Human Resources Director **Date**