

Community Oral Health Services

Patient Care Liaison

Job Description

Job Title: Patient Care Liaison

Reports To: Executive Director

Prepared Date: 7/15/08

Summary Primary contact point for new and existing patients for dental clinic appointment scheduling and confirmations. Establishes insurance eligibility and provides care management oversight to maximize clinic productivity.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Responsible for daily scheduling, and confirmation and patient co-payments.
- Provide care management follow up with parents of children following community screening sessions.
- Processes paperwork for services rendered to patients in order to obtain reimbursement.
- Operates a variety of automated office equipment.
- Handles all incoming telephone calls; greets visitors/patients.
- Knowledgeable about Assistance Programs guidelines (i.e. MediCal, Healthy Families, CHDP, etc.); coordinates financial arrangements.
- Updates appointment calendars and mobile clinic schedules.
- Performs other clerical duties as needed, such as filing, photocopying, and collating.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service

- Responds promptly to customer needs;
- Responds to requests for service and assistance;
- Meets commitments.

Oral/Written Communication

- Speaks clearly and persuasively in positive or negative situations;
- Listens and gets clarification;
- Responds well to questions;
- Participates in meetings.
- Writes clearly and informatively;
- Able to read and interpret written information.

Teamwork

- Contributes to building a positive team spirit;
- Supports everyone's efforts to succeed.

Quality/ Quantity

- Demonstrates accuracy and thoroughness and completes work in a timely manner.
- Looks for ways to improve and promote quality;

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- Applies feedback to improve performance;
- Monitors own work to ensure quality.
- Meets productivity standards;
- Strives to increase productivity;
- Works quickly.

Attendance/Punctuality

- Is consistently at work and on time;
- Ensures work responsibilities are covered when absent.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience/License

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Current California Driver's License and clean driving record.

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Bi-lingual in Spanish and English preferred.

Mathematical Skills

- Ability to add and subtract two digit numbers and to multiply and divide and use percentages.

Reasoning Ability

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software and Word Processing software. Dentrix experience helpful.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift, reach and/or move up to 10 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

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