

Crusader Community Health

JOB DESCRIPTION

Job Title: Dental Unit Case Coordinator

Job Status: Non-Exempt

Job Grade: 18

Manager Title: Dental Unit Manager

POSTION SUMMARY:

The Dental Unit Case Coordinator (DUCC) will be responsible for managing all aspects of dental patient demand. This includes, but is not limited to, case management and scheduling of; Orland Park Dental Services (OPDS) patients, recall pediatric patients, unfinished treatment planned pediatric patients, OR case, prenatal patients, Dental Medical referral patients, and senior program patients. The DUCC's primary responsibility will be filling the schedule and backfilling cancelled appointments of all dental providers. The DUCC will report to the Dental Unit Manager.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the "Customer Service Standards of Excellence" program when interacting with consumers, their families and friends and fellow employees. Establishes, maintains and promotes a positive working relationship with internal and external customers in support of program goals and objectives.
2. Responsible for tracking all aspects of dental patient demand.
3. Responsible for scheduling and tracking all OPDS/Rockford Public School (RPS) referrals. This includes dissemination of referrals to appropriate sites, coordination with school RN's to case manage OPDS referrals and emergencies, working with RPS personnel on school transport and acting as contact for RPS parents in scheduling of pediatric patients and completion of treatment plans. Responsible for tracking and reporting required data to OPDS and RPS.
4. Assists Central Scheduling in addressing dental related calls that they cannot address. This includes identifying and case coordinating pediatric patients with unfinished treatment plans and scheduling any adult or child patient that Central Scheduling has difficulty scheduling.
5. Acts as liaison with all Managed Care Organizations (MCO) and Primary Care Provider's of MCO patients in case managing their dental care needs. This will require knowledge of what each MCO covers and a relationship with the Patient Accounts Department to assure payment of all care rendered.
6. Works with Lifescape to case manage all aspects of patients involved in the Senior Program. This will also entail securing the necessary information to enable Patient Accounts to bill treatment appropriately.
7. Responsible for case managing all pediatric patients identified with unfinished treatment plans; scheduling appointments and tracking failed appointments until treatment is complete.
8. Along with the Dental Customer Care Representative, works with internal departments; Women's Health Services, HIV, Homeless, diabetes and medical providers to secure billable encounters. Works the referral list generated in the *R Jelly Bean* for internal referrals and interfaces with the Dental Coordinators on scheduling pediatric referrals.
9. Works with the Dental Unit Manager and dental support staff on managing recall lists and backfilling cancelled appointments daily.
10. Other duties and special projects as assigned by the Dental Department Chair, Dental Unit Manager or their designee.

QUALIFICATIONS:

Knowledge of:

- Dental policies and practices
- Practice Management software – specifically Open Dental and eClinical Works
- Excel and other data collection mechanisms
- Crusader Community Health Programs and Resources

Education:

- Associates degree in related field or 3-5 years of equivalent health care/dental experience.

Experience:

- cursory knowledge of Crusader policies and procedures with regard to dental scheduling, registration and billing.

Technical Knowledge:

- Software: Previous Dental Practice Software experience required
- Knowledge: Microsoft Office (Word, Excel, Outlook, PowerPoint), Internet
- Equipment: Common office machines

Other Skills:

- Bilingual (Spanish-speaking) with appropriate dental terminology is preferred

Ability to:

- Communicate effectively both verbally and in the written form
- Maintain professionalism in stressful situations
- Manage time effectively including attention to detail, follow-through, and priority-setting
- Use independent professional judgment
- Follow CCH policies and guidelines
- Support the mission, goals and values of the organization
- Adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events
- Be detail oriented with the ability to work with minimum/no supervision
- Maintain the confidentiality and records of employee data and confidentiality of organizational strategic initiatives you may be exposed to
- Demonstrate professionalism by approaching employees and the general public tactfully and courteously
- React well under pressure
- Treat others with respect and consideration regardless of their status or position
- Identify and resolve problems in a timely manner
- Manage difficult or emotional patients
- Conserve organizational resources by being cost conscious
- Look for ways to improve and promote quality; demonstrate accuracy and thoroughness
- Be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Demonstrate problem solving skills

PHYSICAL REQUIREMENT FORM

Job Title: Dental Unit Case Coordinator

| Physical Demands | Continuous over 70% | Frequent 40-60% | Occasional 15-39% | Rarely Up to 15% |
|---|------------------------|--------------------|----------------------|---------------------|
| Sitting | x | | | |
| Standing | | | x | |
| Walking | | | x | |
| Climbing | | | | x |
| Bending | | x | | |
| Pushing / Pulling | | | | x |
| Carry / Lift | | x | | |
| 1-15lbs | | | | |
| 15-30lbs | | | | x |
| 30-50lbs | | | | x |
| Immobilizing patient head for 30-40 minutes during treatment. | | | | x |
| Fine hand / Eye Coordination | x | | | |
| Exposure to Blood and Body Fluids | | | | x |
| Exposure to Extreme Heat, Cold, Temp Fluctuations | | | | x |
| Exposure to Hazardous Chemicals | | | | x |
| Concentration on Detail | x | | | |
| Oral Communication | x | | | |
| Written Communication | x | | | |

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____

Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.