ROBERT SMITH

Scheduling/Treatment Coordinator

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A challenging position at a growth-oriented firm, which will allow me to both further utilize my skills and acquire new abilities.

2016 – 2019

SCHEDULING/TREATMENT COORDINATOR - MARIN DENTAL CARE

- Treatment Coordinator, Marin Dental Care; San Rafael, CA Communicated treatment plans and the required financial commitment.
- Set up payment plans w/patients & process on due date.
- Maintain an effective relationship with patients, doctors and staff members.
- Act as a leader in the office Contacted patients prior to the consultation appointment.
- Provided a thorough, detailed explanation of the treatment process.
- Greeted patients upon arrival at the practice.
- Translated as needed during examination and treatment of patients.

2011 – 2016

TREATMENT COORDINATOR - DR. BRYAN RANDOLPH DDS

- Opening the office consist of but not limited to, unlocking and shutting off the alarm, printing out the schedule for the day, calling the answering service to check any message and call anyone back if needed; as well as confirming appointments, answer.
- Throughout the day in the office I will be checking patients in double checking any changes to address, medical history, insurance information or phone numbers.
- Also it is big part of my job to have any treatment plans printed out and I must go over all the details as well as any questions with the parent.
- Making sure to have the accurate estimate and a signature for consent for the treatment.
- Checking out patients at the end of the appointment may consist in making the next appointment for the patient, which could be anywhere from a six month cleaning and checkup, a treatment procedure or even a general anesthesia case.
- Also when I am not busy with patients I would be double checking insurance, posting checks, calling on unscheduled treatment or unscheduled six month cleanings, sending referrals and x-rays to the proper office.
- Closing the office procedure consist of, but not limited to, shutting down all TVs, doing the deposit for the day, sending all claims, adding up the daily monitor, checking the day sheet to make sure all payments match the deposit, and before sending claims double checking all claims are correct, and of course

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setting alarm and locking up..

EDUCATION

SKILLS

Microsoft Office, Dentrix, Eaglesoft.