Patient Care Coordinator

About G Smiles Dentistry

At G Smiles Dentistry, the patient experience begins long before someone sits in the dental chair. We are seeking an organized, friendly, and service-oriented Patient Care Coordinator to serve as the first impression of the practice and help create a consistent, exceptional new patient experience.

Position Summary

The Patient Care Coordinator serves as the face and voice of G Smiles Dentistry. This team member manages patient communication, scheduling, insurance coordination, checkout, and administrative workflows while helping every patient feel welcomed, valued, and informed. In a startup environment, the role also helps build the front-office systems, scripts, and processes that will support future growth.

Core Responsibilities

Patient Communication & Scheduling

- Answer incoming calls and respond promptly to voicemail, text, website, and online inquiries.
- Schedule new and existing patients according to established scheduling guidelines.
- Communicate appointment expectations, forms, records needs, and arrival instructions.
- Manage confirmations, reminders, cancellations, missed appointments, and recall outreach.
- Follow up with prospective patients who inquire but do not schedule.
- Maintain a warm, professional, and consistent phone and written communication style.

New Patient Experience

- Guide new patients through registration and onboarding.
- Coordinate digital forms, records requests, and insurance information before the visit.
- Welcome patients, complete check-in, and communicate delays or next steps clearly.
- Coordinate effective handoffs between the front office and clinical team.
- Complete checkout, schedule future visits, and provide clear next steps.
- Support follow-up messages, review requests, and service recovery as directed.

Insurance, Financial & Administrative Support

- Verify insurance benefits and document information accurately without guaranteeing coverage.
- Collect payments, co-pays, and patient balances consistent with office policy.
- Communicate treatment estimates, financing options, and payment expectations using approved language.
- Support claim submission, claim follow-up, and accurate patient records as assigned.
- Assist with unscheduled treatment follow-up and treatment coordination.
- Support daily reconciliation, deposits, and administrative reporting as assigned.
- Protect patient information and follow privacy and security requirements.

Startup & Growth Responsibilities

- Participate in practice-management software setup and pre-opening training.
- Help develop front-office scripts, checklists, scheduling templates, and SOPs.
- Participate in mock calls and mock patient visits before opening.
- Support community outreach and patient-engagement initiatives.
- Identify workflow gaps and recommend improvements as the practice grows.

Qualifications

- Dental front-office or customer-service experience preferred.
- Experience with patient scheduling and phone communication.
- Insurance verification and dental benefit knowledge preferred.
- Strong verbal and written communication skills.
- Professional phone presence and service-oriented approach.
- Strong organization, accuracy, discretion, and follow-through.
- Comfort using practice-management software, digital forms, email, and text communication.

Ideal Candidate Traits

- Warm, welcoming, and naturally service-oriented.
- Highly organized and attentive to details.
- Calm and professional when managing multiple priorities.
- Comfortable discussing money respectfully and clearly.
- Proactive, accountable, and willing to solve problems.
- Adaptable and excited to help build a startup practice.

Measures of Success

- Calls and digital inquiries receive timely, professional responses.
- New patients arrive informed, prepared, and confident about what to expect.
- The schedule is organized and supports productive patient flow.
- Insurance and patient information are documented accurately.
- Payments and next appointments are addressed consistently at checkout.
- Patients describe the practice as welcoming, organized, responsive, and easy to work with.
- Front-office workflows and SOPs are documented and improved as the practice grows.

Physical & Scheduling Expectations

- Ability to work at a computer and communicate by phone for extended periods.
- Ability to perform routine front-office duties, with reasonable accommodation when applicable.
- Availability for pre-opening training and a schedule that may evolve as patient demand grows.

Equal Opportunity Statement

G Smiles Dentistry intends to provide equal employment opportunities and make employment decisions without unlawful discrimination. Reasonable accommodations will be considered for qualified applicants and employees as required by applicable law.