



<https://www.orthodonticexperts.com/job/new-patient-coordinator-mundelein/>

## New Patient Coordinator

### Description

A New Patient Coordinator is one of the most important positions at Orthodontic Experts. You will be greeting new patients and welcoming them to the practice. Following the office introduction and tour, you take records (pictures, x-rays, and scans) which will be utilized by the Orthodontist to set a treatment plan for the new patient. As you take records for the new patient you cover topics such as payment options and provide the guest with general information regarding insurance coverage as it relates to orthodontics. The team member will work with the Treatment Coordinator to ensure patient case acceptance by orchestrating a "warm hand-off" between the NPC and TC. This role plays a very important part of patient case acceptance. The NPC understands that the clinic must meet and exceed monthly and annual goals.

One might ask: How do I know if this is the position for me?

- Do you enjoy building rapport with patients?
- Does making a difference in patients' lives bring you joy?
- Are you interested in the orthodontic field?
- Are you interested in continued education while working on the job?

**If you answered Yes to these questions this is the career for you!**

### Responsibilities

- Be friendly and outgoing
- Time management skills
- Have great communication skills
- Ability to maintain a professional demeanor and appearance
- Ability to demonstrate respect and be courteous to patients, coworkers, parents/guardians of patients and visitors
- Positive attitude with the ability to work independently and in a team setting
- Ability to maintain patient confidentiality
- Flexibility and an ability to adapt to change
- Ability to travel & transport self to other Orthodontic Experts offices
- Must demonstrate an understanding and or willingness to learn HMO, PPO, State insurances
- Follow up with patients via phone and email

### Qualifications

- High school degree or GED equivalent
- 3 years of customer service experience

### Personality Traits

- Friendly
- Welcoming
- Outgoing

### Hiring organization

Orthodontic Experts

### Industry

Dental/Orthodontics

### Job Location

1529 S Lake St, Mundelein, IL, 60060, United States

### Working Hours

Monday-Friday 7:40AM-6:00PM

Occasional Saturdays

7:40AM-1:00PM

In-clinic

Some Holidays

### Base Salary

\$ 15 per hour

### Date posted

September 10, 2020

### Valid through

30.11.2020

- Helpful
- Resourceful
- Empathetic
- Active Listener
- Energetic

### **Job Benefits**

- 401(k)
- Dental insurance
- Disability insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Vision insurance