

Job Description

Job Title: Treatment Coordinator
Function: Operations
Reports to: Practice Manager

The role

The Treatment Coordinator provides a coordinated approach to the promotion of the practice and provides excellent customer care to patients, ensuring and encouraging the growth of practice turnover. The holder acts as an ambassador for the practice with new patients and referring dentists.

Key Accountabilities

Drive Business Growth

- Support the Practice Manager to drive the growth of the practice, both in patient numbers and financial revenue, as per the business plan.
- Work closely with the Practice Manager to regularly evaluate patient access to treatment, ensuring appointment availability and times meet patient needs.
- Lead on a culture of continuous patient journey improvement.
- Increase new patient treatment uptake by offering excellent customer service, as well as clear communication relating to treatment costs and benefits.
- Drive referrals into the business via referring dentists by delivering excellent communication and support to them.
- Organise CPD sessions for external referring practices, provided by clinicians in the practice, to promote referral relationships and raise awareness of the clinical services available.
- Visit referring practices to build strong working relationships and awareness of their needs, ultimately ensuring these are being delivered.
- Identify opportunities to further develop the services offered by the practice.

Operations

- Use excellent communication skills, both over the telephone and in person, to put patients at ease, encourage referrals and new patients, and help the patient to make informed decisions about their treatment.
- Be responsible for maintaining accurate records, including patient trackers, referral trackers and treatment plan trackers and timely reporting of these to the Practice Manager.
- Ensure patient records and personal data are processed in accordance with GDPR requirements, maintaining confidentiality. Ensure accurate patient records are kept for all interactions with the patient.

- Referral patient tracking both into and out of practice, together with close monitoring of treatment progress and continual updating of both the referring dentist (and his/her practice) as well as the specialist (and his/her practice).
- Participate in future planning with clinicians, reception and ordering processes to ensure the day-to-day running of the practice is smooth.
- Understand and anticipate patients' anxieties and needs and deal with these in a compassionate and professional manner.
- Look at upcoming appointments to ensure consent forms and appropriate fees are obtained prior to the appointment.
- Occasional reception cover as required.
- Liaise with dentists to ensure referral letters are typed quickly and correctly, given to the dentist to check and sign, and then sent out to patients.
- Follow up with patients after treatment plans are sent.
- Provide tooth whitening demonstrations as requested.
- Provide pre-operative implant recording and monitoring as required.

Skills and Experience

Essential:

- Experience in a customer service environment and diary management
- Exhibit commercial acumen, with the ability to utilise every opportunity with patients and referring dentists to optimise revenue and referral numbers.
- Be confident and have the gravitas to influence and advise stakeholders at all levels.
- Competent user of Microsoft Office

Desired:

- Experience within the dental industry

Date: November 2024 Prepared by: Practice Manager
