Hygiene Coordinator

Purpose: The purpose of the Hygiene Coordinator position is to efficiently and effectively manage the hygiene department to ensure patient satisfaction and practice profitability.

I. Assisting Tasks

a. Clean, stock and prepare treatment rooms prior to each appointment. Maintain a non-threatening environment in each treatment room.

b. Sterilize instruments and equipment, according to OSHA standards, after each procedure.

c. Greet and seat hygiene patients within seven minutes of appointment time.

d. Review and update medical and health history forms for each hygiene patient.

e. Keep patient charts current by charting any periodontal information, restorative needs and services rendered.

f. Take, process and mount x-rays.

g. Perform coronal polishing.

h. Use effective verbal skills to motivate patients to accept treatment diagnosed by the Doctor.

i. Debrief the patient about what occurred during the appointment, what they could expect as a result of treatment and what the next step will be.

j. Effectively hand-off the patient to team members using the “Passing The Patient” formula.

II. Hygiene Scheduling Tasks

a. Manage the hygiene schedule according to appointment scheduling guidelines to ensure all hours are scheduled efficiently and to daily goal.

b. Confirm appointments according to office guidelines.

c. Manage cancellations by using communications skills to motivate the patient to keep his/her appointment. If the patient cancels or breaks an appointment, reschedule the patient or track them using the delayed treatment system.
d. Greet all patients upon arrival courteously and personally.

e. Prepare for and participate in daily huddle by providing information regarding “today’s schedule”, doctor exams, restorative blocks and marketing information.

III. Continuing Care Tasks

a. Organize and maintain continuing care system to ensure a 95% compliance rate.

b. Follow-up on overdue continuing care patients.

c. Maintain quick call system to ensure scheduling efficiency and effectiveness.

IV. Financial Tasks

a. Take responsibility for collecting “time-of service” fees. Provide receipts, walk out statements or super bills for each patient.

b. Accurately record all financial transactions.

V. Administrative Tasks

a. Provide back-up support for the Appointment Coordinator to ensure that the phone is answered within three rings and the front desk is covered at all times.

b. Accurately maintain patient records.

c. Pull and file charts for hygiene schedule while maintaining a filing system that ensures quick retrieval of information.

d. Maintain the Hygiene Case Acceptance form.

e. Organize desk space to promote image of quality.

VI. Marketing Tasks

a. Actively market the practice by asking patients of record for referrals.

b. Actively market the practice in the community.

c. Encourage patients to accept treatment by using effective verbal skills.

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