

SCHEDULER DAILY DUTIES

The scheduler provides a well-run scheduled flow of the dental office. They will oversee that patients are scheduled appropriately, keeping the schedule productive, filling any openings and confirming patients are aware of their visit. A scheduler will verify any employee that adds or edits the schedule, are trained and following schedule policy. May also be required to assist with general front office duties.

OPENING DUTIES

- Review schedule and make adjustments after checking voicemail and email.
- Prepare for morning huddle and participate with schedule information.

Schedule Management

- Monitor schedule for hygienist and doctor by making and confirming appointments through client recall system.
- Manage the schedule optimally and efficiently so that each patient receives the highest quality of dental care.
- Confirm the next day appointments according to protocol and patient preferences.
- Check patient quick-fill list to fill in cancellation and no-show appointment times.

Patient Management

- Manage doctor charts for treatment plans, treatment conferences, letters and phone calls.
- Oversee patient relations, handle patient complaints and help explain office policy to patients.
- Confirm next day appointments according to protocol and patient preferences.
- Record chart entries from phone or in-person conversations when appropriate.
- Ensure all patients seen that day were scheduled for their next appointment.

Records Management

- Accurately document and file patient information in compliance with HIPAA privacy and security regulations.
- Review and arrange patient charts, lab cases and referral doctor correspondence for next day appointments.

Correspondence

- Sort, organize, and distribute mail.
- Prepare and send out new patient and referral thank-you letters as directed by office manager.
- Prepare and send out continuing care notices as directed by office manager.

WEEKLY/MONTHLY DUTIES

- Run reports, send recall cards and make calls as needed.
- Send letters to inactive patients.
- Review schedule daily, weekly, and monthly. Verify production block scheduling is being utilized.