



BrightSmile Westland (an affiliate of Altima Dental) is currently hiring a Full-Time enthusiastic and energetic Patient Coordinator to join our team of professionals at our clinic in Spruce Grove, AB. You will positively contribute to Dental Centre performance by offering excellent patient service and consistent support of treatment plans provided by the clinical team.

Shifts vary, 4-5 days per week, includes 1-2 Saturday shifts a month

This role includes a competitive base wage, monthly bonus plan, vacation and benefits

Duties:

- Creates and maintains current contacts in the insurance industry and with third party payers facilitating communication among plan administrators, patients and the Dental Centre. Develops and maintain records of insurance plans and social services programs to maximize patient access to dental care funding.
- Maintains accurate accounting, patient records, and prepares/submits timely reports related to the Dental Centre operations
- Optimizes Dental Centre appointment book to achieve weekly and monthly revenue budgets through treatment plan monitoring, patient information flow and continuous patient contact.
- Maintains patient relations through ongoing dialogue with patients before, during and after treatment. Identifies and responds to unsatisfied patients with the appropriate recovery action.
- Supports other departments in the dental centre and the Altima group by aligning individual contributions with those of the team and group. Shares needed information with others in a timely and efficient manner.

Qualifications:

- Successfully completed a recognized Dental Assistant program or related field
- A minimum of 1-2 years' experience working in a dental practice
- Previous experience with Dentrix is considered an asset
- Excellent interpersonal and communication skills; written and verbal, an ability to make patients feel comfortable and at ease.
- Superior organizational ability. Can effectively manage multiple tasks and meet deadlines consistently. Disciplined in timely reporting and follow up with patients, insurers.

We thank all candidates for their interest; however, only those selected for an interview will be contacted.

We would love to hear from you! Please send us your resume to Laura Cerrone, Talent Acquisition Specialist lcerrone@altima.ca and we will guide you in the right direction, towards an exciting career.