



TRIBAL PERSONNEL DEPARTMENT

**JOB ANNOUNCEMENT**

**JOB TITLE:** Patient Treatment Coordinator (1-Full-Time)  
**SUPERVISOR:** Lead Treatment Coordinator  
**LOCATION:** Peter Christensen Dental Clinic  
**POST DATE:** January 31, 2019  
**CLOSING DATE:** February 14, 2019

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**General Description:** The Patient Treatment Coordinator facilitates patients or groups of patients in getting their dental treatment scheduled and complete by managing each Dental Team's case load of patients undergoing "Active Treatment".

**Qualifications:** High School Diploma or equivalent is required. Experience with administrative dental tasks desired. One year of clinical experience (dental assistant, etc.) preferred.

**Salary:** \$12.00-\$16.50 per hour/ Dependent upon qualifications.

**How to Apply:** Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located via website [www.ldftribe.com](http://www.ldftribe.com) or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department  
P.O. Box 67  
Lac du Flambeau, WI 54538  
715-588-3303  
Email: [hr@ldftribe.com](mailto:hr@ldftribe.com)

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians  
Nonexempt Position Description**

**A. TITLE OF POSITION:** Patient Treatment Coordinator

**B. DEPARTMENT:** Peter Christensen Dental Clinic

**C. SUPERVISOR'S TITLE:** Lead Treatment Coordinator

**D. DESCRIPTION OF DUTIES:** The Patient Treatment Coordinator facilitates patients or groups of patients in getting their dental treatment scheduled and complete by managing each Dental Team's case load of patients undergoing "Active Treatment". Specific duties include, but are not limited to the following:

1. Handle phone calls and walk-in patients who desire to schedule an appointment with a dentist.
2. Maintain an accurate list of each Dentist's patients.
3. Maintain and monitor patients with unscheduled treatment plans.
4. Differentiate patients based on payer type and treatment classification.
5. Meet with each Dental team weekly to discuss their patient lists.
6. Enter treatment plans into the Dentrix Computer System.
7. Notify patients when prior-authorizations are approved.
8. Help each Dental team schedule patients.
9. Track each Dental Team statistics.
10. Be responsible for handling all financial questions from patients.
11. Establish the financial arrangements with patients.
12. Run itemized statements as requested by patients and insurance companies.
13. Collect the payment that is due at each appointment and monitor individual patient accounts.
14. Become cross trained with PTC II to handle insurance verification and consults if needed.
15. Become cross trained to handle receptionist duties if needed.
16. All other job related duties that will be assigned.

**E. POSITION RELATIONSHIPS:**

1. **Internal:** Frequent contact with patients, dental staff and Tribal Center staff.
2. **External:** Occasional contact with the residents of the community.

**F. SUPERVISORY RESPONSIBILITIES:** None

**G. SUPERVISION RECEIVED:** Lead Treatment Coordinator

**H. EDUCATION:** High School diploma or equivalent is required.

**I. EXPERIENCE:** Experience with administrative dental tasks desired. One year of clinical experience (dental assistant, etc.) preferred.

**J. SKILLS:** Works Cooperatively with staff and patients and resolves conflicts as they occur including the following.

1. Has the ability to work under stress while maintaining professional and ethical codes of conduct.
2. Understands the socio-cultural factors associated with the community's use of dental services.
3. Identifies, ensures and maintains confidential information.
4. Accuracy in communication skills, both verbal and written.
5. Understands and abides by clinic policies, regulation and procedures.

**K. WORKING ENVIRONMENT:**

1. **Work Conditions:** Work is performed in a dental office setting, may be stressful at times, interaction with others is constant and interruptive.
2. **Exposure to Hazards:** Working in a dental clinic presents a potential exposure to blood borne pathogens and or bodily fluids; however, OSHA regulations are followed and monitored by the Dental Director.
3. **Physical Requirements:** Work may require sitting for long periods of time; also stooping, bending and stretching for supplies.

**L. BEHAVIOR:** The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Patient Treatment Coordinator to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that may tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and will be subject to disciplinary action.

**M. OTHER:** Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

**N. SIGNATURE:**

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**Employee**

**Date**

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**Manager**

**Date**