

Dental Receptionist / Patient Services Coordinator

VanBuren Cass District Health Department – Dowagiac Dental Clinic

Location: Dowagiac, MI

Job Type: Full-Time (36 hours)

Join Our Team

We are seeking a friendly, organized, and detail-oriented Dental Receptionist / Patient Services Coordinator to join our dental team.

Essential Duties and Responsibilities

- Provide outstanding telephone and in-person customer service to all patients.
- Schedule, confirm, and coordinate patient appointments using Dentrrix software.
- Track arrivals, no-shows, and late cancellations and fill schedule openings.
- Maintain patient records and ensure required forms are current.
- Follow HIPAA confidentiality requirements and office policies.
- Process patient payments, copays, receipts, daily balancing, and reports.
- Assist patients with insurance and Medicaid-related questions.
- Operate office equipment including computers, fax machines, and credit card terminals.
- Support dentists, hygienists, and team members with daily operations.
- Coordinate referrals and send or receive x-rays and documentation from specialists.
- Call prescriptions into pharmacies as directed by the dentist.
- Serve as a liaison between clinical staff and administration.
- Maintain emergency medication inventory and office supplies.
- Follow office opening, closing, and security procedures.
- Perform other duties as assigned.

Qualifications

- High school diploma or equivalent.
- Excellent customer service and communication skills.
- Ability to multitask in a fast-paced environment.
- Strong computer skills and attention to detail.
- Dental office experience and Dentrrix knowledge preferred.
- Knowledge of dental terminology, insurance billing, and Medicaid preferred.

Why Join Us?

Supportive team environment, opportunities for growth, and the ability to make a positive impact on patient care.