



Scheduling Coordinator

Having a scheduling coordinator in a dental office can provide several benefits, contributing to the overall efficiency and success of the practice.

Some of the key advantages include:

1. Improved Patient Experience

- | Clear communication and organization in scheduling contribute to a positive patient experience.

2. Optimized Appointment Workflow

- | A scheduling coordinator helps manage the appointment calendar, avoiding overbooking or gaps in the schedule.
- | Optimized scheduling reduces downtime for dental professionals and maximizes the use of available resources.

3. Enhanced Staff Productivity

- | Dental practitioners can focus on providing quality care without the distraction of managing appointments and scheduling logistics.
- | Staff can work more efficiently when the schedule is well-organized, leading to increased productivity.

4. Minimized No-Shows and Cancellations

- | Proactive scheduling coordinators can implement reminder systems to reduce the likelihood of patients forgetting or missing appointments.
- | The coordinator can also manage a cancellation list to fill any openings promptly, minimizing lost revenue.

5. Effective Time Management

- | The scheduling coordinator can help prioritize appointments based on the urgency of cases and the time required for different procedures.

- | Efficient time management ensures that the dental office operates smoothly and appointments are adequately spaced.

6. Increased Revenue and Practice Growth

- | An organized schedule and reduced downtime contribute to a seamless patient flow, ultimately leading to higher revenue.
- | A scheduling coordinator can help identify opportunities for practice growth by strategically planning appointments and accommodating new patients.

7. Streamlined Communication

- | The coordinator serves as a central point of contact for appointment-related communication, streamlining interactions with patients and other staff members.
- | Clear communication ensures that everyone is on the same page regarding the schedule and any changes.

8. Adaptability to Changes

- | A scheduling coordinator can quickly adapt to unexpected changes, such as emergencies or last-minute cancellations, to minimize disruptions in the schedule.

9. Patient Retention

- | A positive and organized experience with scheduling can contribute to patient loyalty and retention.
- | Patients are more likely to return to a practice where they feel their time is valued, and appointments are handled efficiently.

In summary, a scheduling coordinator plays a crucial role in creating a well-organized, efficient, and patient-friendly environment in a dental office, leading to improved overall performance and success.

Role of a Hygiene Scheduling Coordinator

- | Manage and maintain hygiene schedules for all locations in alignment with practice goals
- | Fill openings in a timely manner: utilizing an ASAP/VIP list
- | Follow up with patients that need to be rescheduled

- | Maintain fewer than [X#] of open hygiene hours on a weekly basis for each location
- | Consistently pull and work 'due' and 'overdue hygiene' reports
- | Submit and follow up with hygiene dental claims
- | [when applicable] Present Hygiene treatment plans
- | Attend and contribute to morning huddles: Identifying areas of opportunity in the Hygiene schedule

Consider incentivizing this position based on the productivity of the hygiene schedules. KPI: number of open hygiene hours = less than x per week.

Ideas to staff the position include:

- | Dedicated team member to manage Hygiene schedules only
- | Dedicated team member to manage both Doctor and Hygiene schedules
- | Combine Hygiene Scheduling Coordinator with another position in the office
 - Billing + Hygiene Scheduling Coordinator
 - Insurance Specialist + Hygiene Scheduling Coordinator
 - Part-time Treatment Coordinator + Part-time Hyg Coord
 - Stay at home mom looking to work from home a few days/week while her kids are at school. Former Hygienists and anyone in customer service are great for this role