



Partners in Practice Success

## Hygiene Coordinator

**Purpose:** The purpose of the Hygiene Coordinator position is to efficiently and effectively manage the hygiene department to ensure patient satisfaction and practice profitability.

### I. Assisting Tasks

- a. Clean, stock and prepare treatment rooms prior to each appointment. Maintain a non-threatening environment in each treatment room.
- b. Sterilize instruments and equipment, according to OSHA standards, after each procedure.
- c. Greet and seat hygiene patients within seven minutes of appointment time.
- d. Review and update medical and health history forms for each hygiene patient.
- e. Keep patient charts current by charting any periodontal information, restorative needs and services rendered.
- f. Take, process and mount x-rays.
- g. Perform coronal polishing.
- h. Use effective verbal skills to motivate patients to accept treatment diagnosed by the Doctor.
- i. Debrief the patient about what occurred during the appointment, what they could expect as a result of treatment and what the next step will be.
- j. Effectively hand-off the patient to team members using the “Passing The Patient” formula.

### II. Hygiene Scheduling Tasks

- a. Manage the hygiene schedule according to appointment scheduling guidelines to ensure all hours are scheduled efficiently and to daily goal.
- b. Confirm appointments according to office guidelines.
- c. Manage cancellations by using communications skills to motivate the patient to keep his/her appointment. If the patient cancels or breaks an appointment, reschedule the patient or track them using the delayed treatment system.

- d. Greet all patients upon arrival courteously and personally.
- e. Prepare for and participate in daily huddle by providing information regarding “today’s schedule”, doctor exams, restorative blocks and marketing information.

### **III. Continuing Care Tasks**

- a. Organize and maintain continuing care system to ensure a 95% compliance rate.
- b. Follow-up on overdue continuing care patients.
- c. Maintain quick call system to ensure scheduling efficiency and effectiveness.

### **IV. Financial Tasks**

- a. Take responsibility for collecting “time-of service” fees. Provide receipts, walk out statements or super bills for each patient.
- b. Accurately record all financial transactions.

### **V. Administrative Tasks**

- a. Provide back-up support for the Appointment Coordinator to ensure that the phone is answered within three rings and the front desk is covered at all times.
- b. Accurately maintain patient records.
- c. Pull and file charts for hygiene schedule while maintaining a filing system that ensures quick retrieval of information.
- d. Maintain the Hygiene Case Acceptance form.
- e. Organize desk space to promote image of quality.

### **VI. Marketing Tasks**

- a. Actively market the practice by asking patients of record for referrals.
- b. Actively market the practice in the community.
- c. Encourage patients to accept treatment by using effective verbal skills.