



## **JOB DESCRIPTION**

**Title:** Patient Access Coordinator

**Reports to:** VP of Clinical Services

**Department:** Dental and Wellness Clinic

**FLSA Status:** Non-Exempt; Full-Time

The Patient Access Coordinator serves as the first point of contact for HEP clients and community-based patients seeking services and plays a key role in ensuring timely access to care. This position is responsible for patient intake, scheduling appointments, verifying eligibility, and providing information about available services. The Coordinator helps remove barriers to care by connecting them to appropriate clinical and community resources.

### **PRINCIPLE JOB DUTIES AND RESPONSIBILITIES:**

- Provide a welcoming and professional environment for staff, volunteers, clients and guests of the Clinic.
- Answer incoming phone calls and voice messages and forward them to the appropriate staff or program.
- Assist with data entry, maintaining patient/client records and logs, typing letters and memos, etc.
- Schedule appointments for new and existing clients, review patient health history in HEP Express, and create new patient charts in Dentrix.
- Coordinate scheduling for the Dental Clinic, Wellness team, and the Vision Clinic, including volunteer dentists, hygienists, optometrists, and support staff.
- Verify patient eligibility for services based on organizational and grant-specific eligibility requirements.
- Assist new clients with the intake process as needed.
- Maintain a clean, neat reception area at all times.
- Input necessary documentation in HEP Express and/or Dentrix related to patient interaction and treatment.
- Communicate with laboratory services for picking up dental cases.
- Close out end-of-day services in Dentrix and report outcomes to Dental Clinic Manager.
- Maintain records of lab invoices for Pinellas County and HEP dental patients.
- Coordinate and communicate effectively with other departments to ensure patient coordination of care.
- Assist patients in making appointments with our offsite dental providers.
- Assist patients with understanding available services and accessing appropriate care.
- Follow guidelines as stated under Sovereign Immunity for the Florida Department of Health.
- Assist HEP staff with specific data entry tasks regarding client activity requirements.



- Verify patient eligibility for services.
- Coordinate office use between programs, various partnering agencies and volunteers.
- Assist with the ordering of supplies.
- Other duties as assigned by the VP of Clinical Services.

#### **EDUCATION, KNOWLEDGE AND SKILLS REQUIRED:**

- High School Diploma or equivalent required. Associate's or Bachelor's degree in Public Health, Healthcare Administration, Social Work, or related field preferred.
- At least one year of demonstrated dental office experience; dental assisting experience a plus.
- Previous dental coding experience required.
- Working knowledge of Dentrix or similar dental management software.
- Strong organizational and communication skills.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups.
- Proficiency in Microsoft 365.
- Ability to coordinate and maintain multiple calendars and schedules.
- Effective communication both verbally and written.
- Good organization, problem solving, and self-starter skills.
- Ability to work individually as well as in a team setting.
- Must be able to handle sensitive and confidential information conforming to HIPAA standards.
- Ability to work in a fast-paced environment.
- Detail and task-oriented.
- Neat and professional appearance are required.
- Bilingual a plus but not required for this position.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions.
- Long periods of time sitting in an office setting.
- Walking and standing on uneven surfaces around the HEP campus.
- Sitting, standing, walking, bending, reaching, etc.
- Ability to lift 35 pounds with ease; Anything over 35 pounds requires a team lift.
- Current, valid Florida driver's license to support minimal business travel throughout the year for required training.
- Must be able to successfully pass a background Level 1, motor vehicle registration (MVR) check, drug and alcohol screenings.



**HOMELESS EMPOWERMENT PROGRAM**

*The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*