

## **ST. DAVID'S FOUNDATION JOB DESCRIPTION**

**Job Title:** Patient Data Coordinator

**FLSA Status:** Non-Exempt

**Reports To:** Dental Operations Process Manager

### **JOB PURPOSE**

The Patient Data Coordinator performs consent form audits, coordinates scheduling and program logistics, performs dental analytics projects, and performs data entry and oversight for the St. David's Dental Program. The Patient Data Coordinator is a member of the Dental Analytics Team which oversees critical dental program performance metrics and analysis.

### **DENTAL PROGRAM**

The primary focus of the St. David's Dental Program is dental services for indigent children at Title 1 elementary schools in Central Texas, which includes children who may not receive any dental care except on the St. David's dental vans. The St. David's Dental Program provides dental services at Title 1 schools during school hours of operation, five days per week during the school year, so that the Dental Program can reach as many children as possible. Each dental van is staffed by professionals who operate full-time as a team, in order to maximize the number of children served and achieve optimal operational efficiencies.

### **RESPONSIBILITIES**

#### **Consent Form Audit (35%)**

1. Conduct outreach calls to ensure the accuracy of patient information in the Dental Management Tool (DMT) and assess the accuracy of information. Use sound judgment to edit, dismiss or process information.
2. Scan and save patient charts into the OpenDent treatment database. Observe for quality of data entered from DMT passed through correctly, and make edits as required.
3. Analyze patient health history to make decisions on which patients should be treated on dental vans.
4. Assess patient consent forms to ensure they are completed accurately before scheduling treatment. Follow-up as needed to complete patient consent forms that are incomplete.
5. Ensure bins with patient information, consent forms and school information are complete and accurate before treatment begins at each school.
6. Conduct consent form audits to determine the accuracy and quality of data entered in DMT and OpenDent.
7. Coordinate with others Dental Operations Team members to access the projected school treatment end dates and expected van move dates to ensure patient data is complete and allow for maximum flexibility in school scheduling.

**Scheduling and Program Logistics (25%)**

1. In coordination with the Patient Care Coordinator, assume primary responsibility of scheduling patients from various partner agencies.
2. Communicate with patients to gather information about potential services needed and patients' medical history. Use this information, in consultation with providers and Chief Clinical Officer, to schedule patients with the appropriate providers.
3. Work with applicable partner agency contact to ensure Health Insurance Portability and Accountability Act (HIPAA) compliance and coordination of dental treatment referrals in accordance with internal treatment protocols.
4. Coordinate consent form pick-ups at all schools seen within a school year with the school contact, ensuring that all folders are returned to contact by day of pick-up.
5. Depending on staff availability, schedule consent form pick-ups accordingly with a group of Dental Operations staff members, including self.
6. Coordinate second pick-ups with school contact and Dental Operations staff member.
7. In coordination with the Community Outreach Manager, attend teacher meetings as needed to inform school staff on how the dental program works and what is required in the screening and treatment process once vans arrive.
8. Attend back to school fairs for schools who are new to the Dental Program or schools that have a history of a low return rate.
9. Assist as a Registered Dental Assistant at screenings, as needed.

**Dental Analytics Projects (15%)**

1. In coordination with the Dental Operations Process Manager, research key areas of opportunity by identifying trends via data analysis and suggest future projects or program changes.
2. Collaborate with Clinical Team to help gather, analyze and communicate requirements and changes to business processes, to ensure project objectives are aligned with the project scope.
3. Evaluate, quantify, monitor, and simulate dental project progress and outcomes. Present finding to staff.
4. Research and make suggestions regarding best practices for data entry and patient care.

**Data Entry and Oversight (25%)**

1. Enter personal patient information from returned consent forms into the patient forecasting database and translate from Spanish to English.
2. Supervise staff who participate in data entry by providing training, workflow, feedback, and deadlines to optimize performance outcomes.
3. Develop and maintain the data entry protocol sheet.
4. Coordinate and conduct annual training with staff.

**General**

1. Maintain effective communication and working relationships with patients, school personnel, partner agencies, and SDF staff.
2. Create an environment of respect and compassion for patients and staff.
3. Punctuality, open communication, and respect for co-workers and supervisors.
4. Attend and participate in Dental and Foundation related meetings, as necessary.
5. Respect and promotion of St. David's Foundation core values.
6. Perform other duties as assigned by management.

**SKILLS AND COMPETENCIES**

1. Superior verbal, interpersonal, written, and listening communication skills, with proven ability to communicate information diplomatically, concisely and professionally with internal and external audiences.
2. Strong relationship management skills, with the proven ability to work well with various personalities, both internally and externally.
3. Exceptional service ethic and skills, including effective interactions, responsiveness, resourcefulness, and follow-through.
4. Superior organizational, project management, time management, and multi-tasking skills, with the ability to successfully handle multiple priorities simultaneously.
5. Analytical and data management skills, with demonstrated attention to detail, accuracy, and high-quality work.
6. Demonstrated ability to collaborate and effectively participate in a multidisciplinary team environment.
7. Self-motivated and proactive, with demonstrated ability to exercise independent judgment and initiative on projects.

**REQUIRED QUALIFICATIONS**

1. Bachelor's degree, or equivalent experience.
2. Currently Registered Dental Assistant, licensed in the State of Texas.
3. Bilingual in English and Spanish, with effective written and verbal communication skills.
4. Minimum of three years of administrative or other related experience in a dental program or dental office environment.
5. Minimum of two years of chairside experience.
6. Knowledge of dental equipment, materials, procedures, terminology, and chart preparation.
7. Have a passion for working with children and public health.
8. Demonstrated clinical leadership skills.
9. CPR, OSHA, Infection Control, and X-Ray certified.
10. Computer proficiency in Microsoft Office Word, Excel, and Outlook.
11. Willingness and ability to travel to multiple locations within Central Texas.

**PREFERRED QUALIFICATIONS**

1. Minimum of five years of administrative or other related experience in a dental program or dental office environment.
2. Demonstrated work experience in parent and community engagement.
3. Minimum of one year of chairside experience as a Pediatric Dental Assistant.
4. Minimum of one year of chairside experience in a mobile dental program.

5. Experience with OpenDent.

**PHYSICAL REQUIREMENTS**

1. Demonstrated fine motor skills ensuring the safe handling and transfer of dental instruments, equipment, and supplies.

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Signature

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Date

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Printed Name