



## **RE CARE SPECIALIST**

REPORTS TO: DIRECTOR OF PATIENT SERVICES

---

The primary function of the Office Manager is to assure that the office and clinic is operating efficiently while achieving an expected level of profitability. The Office must operate in environment that exceeds patient satisfaction and employee well being.

---

*The following is a list of responsibilities associated with the Recare Specialist but is not exhaustive nor a complete, comprehensive list of the duties required and expected of the Recare Specialist; additional duties may be assigned as needed.*

- Ensure that all hygiene schedules for assigned office(s) are fully booked daily while complying with scheduling constraints.
- Book any openings on the aforementioned schedules on a day to day basis
- Work the “failed” and “cancelled” appointment reports
- Keep corresponding staff apprised of booking changes
- Review the incomplete treatment plan reports and follow-up with patients
- Work the recall list generated from the DenTech system
- Work the “lost and found” report monthly
- Maintain logs to show daily bookings
- Patient correspondence pertaining to recall appointments and patient satisfaction
- Send Recare cards/postcards, appointment reminders, special occasion cards, and new patient welcome letters along with patient specific cards, letter, and lists
- Confirm hygiene appointments two days in advance
- Call patients who were a no-show the same day