



# MICHAEL ANDERSON

## PATIENT ENGAGEMENT COORDINATOR

### CONTACT

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### SKILLS

- Patient Engagement
- Communication Skills
- Time Management
- Team Collaboration
- Program Development
- Digital Tools

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN DENTAL HYGIENE, UNIVERSITY OF MICHIGAN, 2015**

### ACHIEVEMENTS

- Increased patient retention rates by 20% through enhanced engagement initiatives.
- Implemented workshops that led to a 30% increase in patient participation in preventive care.
- Recognized for excellence in patient care by the Dental Association.

### PROFILE

Innovative Dental Care Program Coordinator with over 5 years of experience in the private dental sector, specializing in patient engagement and health promotion. I bring a strong background in dental hygiene and administrative management, having worked closely with dental teams to enhance patient care services and streamline operational processes. My expertise includes developing educational programs that empower patients to take charge of their oral health.

### EXPERIENCE

#### PATIENT ENGAGEMENT COORDINATOR

##### Bright Smiles Dental Group

*2016 - Present*

- Designed and executed patient engagement strategies that enhanced communication and follow-up.
- Implemented a reminder system that reduced missed appointments by 35%.
- Trained staff on best practices for patient interaction, improving overall patient satisfaction.
- Developed educational workshops on oral hygiene for patients of all ages.
- Utilized digital platforms to streamline appointment scheduling and patient outreach.
- Conducted patient satisfaction surveys to gather feedback and inform service improvements.

#### DENTAL HYGIENE ASSISTANT

##### Gentle Care Dental

*2014 - 2016*

- Assisted in patient assessments and provided education on dental hygiene practices.
- Maintained equipment and ensured compliance with sterilization protocols.
- Worked collaboratively with dentists to ensure a smooth patient flow during appointments.
- Managed inventory for dental supplies, reducing costs by 15% through effective ordering.
- Participated in community outreach events to promote dental health awareness.
- Supported administrative tasks, including patient record management and appointment scheduling.