



MICHAEL ANDERSON

PATIENT CARE COORDINATOR

PROFILE

Compassionate Dental Patient Care Specialist with over 8 years of extensive experience in providing high-quality dental care in both clinical and administrative settings. Adept in managing patient inquiries and concerns, ensuring a welcoming atmosphere that encourages patient trust and satisfaction. Expertise in coordinating patient care through effective communication with dental teams and utilizing electronic health records to maintain accurate patient information.

EXPERIENCE

PATIENT CARE COORDINATOR

City Dental Associates

2016 - Present

- Managed patient appointments, reducing scheduling conflicts by 25%.
- Enhanced patient satisfaction scores by implementing feedback systems.
- Communicated treatment plans and procedures clearly to patients, increasing treatment acceptance rates.
- Coordinated with insurance providers to ensure coverage and facilitate claims processing.
- Developed patient education materials that improved understanding of oral health.
- Maintained up-to-date knowledge of dental procedures and office technologies.

DENTAL HYGIENIST

Healthy Smiles Dentistry

2014 - 2016

- Performed dental cleanings and assessments, educating patients on preventative care.
- Developed individualized oral hygiene plans for patients based on their specific needs.
- Achieved a 98% patient satisfaction rating through attentive care and follow-up.
- Collaborated with dentists to develop treatment plans, ensuring comprehensive patient care.
- Trained dental assistants on proper hygiene protocols and patient interaction.
- Conducted community dental health workshops, raising awareness about oral hygiene.

CONTACT

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SKILLS

- Patient Interaction
- Treatment Planning
- Insurance Coordination
- Oral Health Education
- Team Collaboration
- Problem Solving

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN DENTAL HYGIENE, UNIVERSITY OF DENTAL HEALTH

ACHIEVEMENTS

- Recognized for outstanding patient care with a "Best Hygienist" award in 2018.
- Increased patient follow-up visits by 40% through proactive outreach.
- Implemented an educational program that improved patient knowledge of oral hygiene by 50%.