



Michael ANDERSON

DENTAL PATIENT COORDINATOR

Results-driven Dental Patient Care Specialist with 4 years of experience in the dental field, specializing in patient relations and administrative support. Demonstrated ability to manage multiple tasks in fast-paced environments while maintaining a focus on patient care and satisfaction. Proficient in dental software and record management, ensuring accurate patient data handling.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Patient Coordination
- Office Administration
- Communication
- Insurance Processing
- Data Management
- Teamwork

LANGUAGES

- English
- Spanish
- French

EDUCATION

**DIPLOMA IN DENTAL
ADMINISTRATION, INSTITUTE OF
HEALTH CAREERS**

ACHIEVEMENTS

- Increased patient appointment adherence by 25% through effective scheduling practices.
- Recognized for outstanding service with a Customer Service Excellence award in 2019.
- Implemented a new patient onboarding process that improved satisfaction by 30%.

WORK EXPERIENCE

DENTAL PATIENT COORDINATOR

Evergreen Dental Clinic

2020 - 2025

- Managed patient scheduling and follow-ups, optimizing daily office operations.
- Assisted in the preparation of treatment rooms, ensuring a clean and safe environment.
- Communicated directly with patients to address concerns and improve satisfaction.
- Maintained accurate patient records, contributing to effective treatment planning.
- Coordinated with insurance companies to facilitate claims and patient billing.
- Participated in team meetings to improve service delivery and patient care standards.

DENTAL RECEPTIONIST

Family Health Dentistry

2015 - 2020

- Handled patient inquiries via phone and in-person, providing information about services.
- Scheduled appointments and managed calendar for multiple dentists.
- Processed insurance claims, enhancing financial efficiency for the practice.
- Maintained patient confidentiality and compliance with health regulations.
- Developed patient education materials that improved understanding of dental health.
- Trained new reception staff on office protocols and software systems.