

## **CLINICAL COORDINATOR**

Many dentists find it helpful to develop the role Clinical Coordinator. This position is particularly useful in offices with several doctors and more than six or seven staff members. Those staff members who most successfully fill a coordinator's position realize that coordinators are coaches, "cheerleaders", wheel-greasers, good listeners, advisers, confidants, rather than BOSSES. They subscribe to the philosophy of "servant leadership", leading/pulling by example rather than pushing/prodding other staff members into good work patterns.

The Clinical Coordinator is often an experienced, senior staff member who shows leadership skills and enjoys using her/his initiative. Those offices lucky enough to have two or more clinical staff members with these attributes choose to rotate the Clinical Coordinator's role by the month or by the quarter. Edit the following outline to suit your office.

## Clinical Coordinator Responsibilities

- Overall coordination of clinical area. Knowledgeable about all aspects of clinical dentistry, performance limited only by certification or licensing.
- Meet regularly with the dentist and the Practice Administrator.
- Suggest clinical staffing needs. Coordinate clinical staff orientation and training.
- Make recommendations about clinical staff performance appraisals, discipline, or dismissal.
- Coordinate office-wide OSHA and HIPAA training, maintenance of records, etc.
- Direct and maintain work schedules. Collect work, vacation, and personal leave time records for clinical staff. Obtain substitute staff as necessary.
- Assign collateral duties to clinical staff; e.g., ordering, maintenance of equipment, maintenance of emergency kit, etc.
- Offer counsel to clinical staff members; mediate differences when possible.
- Direct the morning huddle (brief meeting to review the day).
- Help schedulers with scheduling questions.
- Direct the flow of patients through the clinical area.
- Make certain all work systems are consistent; e.g. computer data entry, communication with patients about clinical matters, paperwork, lab delivery; etc.
- Help plan and maintain clinical area budget. Supervise clinical supply inventory and ordering.
- Coordinate the process for patients who will be treated in the hospital.
- Maintain confidentiality in all practice matters and staff interpersonal relationships.
- Make patients feel like friends.

The Clinical Coordinator can assume responsibility for these duties without actually performing all of the tasks. The Coordinator needs help and support from other team members.