**Office Flow Chart**

Front Desk

* Turns on TV and Games
* Checks messages and enters message in chart, transfer to proper staff
* Answers phone
* Makes up new patient packets, folders, mailing info
* Readies charts for morning meeting, (following a 5 day ahead rule, and using chart check list
* Office supply inventory
* Keep reception area and front restrooms clean, tidy and stocked
* Keep front door clean and fingerprint free

Insurance/Patient Coordinator

* Checks out patients and prepares end of day
* Back up for phone if front is busy
* Schedules treatments, reviews financial agreements with parents, schedules next appointment or recall
* Posts current day treatment and collects monies due
* Files insurance and Pre Estimates
* Verifies coverage
* Insurance follow up
* Schedules new patient appointments
* Printed items inventory and stock of referral for specialists network
* Keeps consult areas clean and tidy and stocked with needed paperwork
* Front desk back up

Assistants

* Seats patients
* Assists Doctor and Hygiene
* Notifies Patient Coordinator when to have parent in consult area for Doctor
* Alerts Patient Coordinator of needed referrals, treatments, follow ups
* Sets up and breaks down treatment rooms and areas
* Clinical area inventory
* Keeps Bay and Ops clean and ready for use
* Keeps back restroom clean and stocked
* Stocks Treatment areas

Office Manager

* Follows up on all past due balances of 30 days or more
* Back up for phones
* Insurance back up
* Computer back up
* Computer issue resolution
* Pt/Ins coordinator back up