

Sarah Anderson

Dental Receptionist

Dental receptionist with 6 years of experience coordinating scheduling, billing, and insurance verification using Dentrix, Weave, and EHR systems across multi-provider practices. Cut billing discrepancies by 60.5% through standard procedure notes and CDT codes entered before nightly claim batches. Reconciles daily patient payments averaging $3,120, maintains HIPAA-compliant records, and coordinates treatment plans.

Contact Information

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Jasper, IN 12345

Education

A.S.C.T., Health Information Management
Vincennes University, Vincennes, IN
2018 - 2020

Key Skills

- Dentrix
- Weave
- HIPAA Compliance
- CDT Coding
- Insurance Verification
- Appointment Scheduling
- Microsoft Excel
- Patient Billing
- Treatment Plan Coordination
- EHR Management

Professional Experience

Dental Receptionist | Patoka Valley Dental Associates, Jasper, IN
2023 - Present

- Filled an average of 13 cancellation slots per week by monitoring the waitlist in Dentrix, texting standby patients through Weave, and confirming replacements within 45 minutes of each opening.
- Coordinated 1,043 procedures annually across 4 providers by scheduling treatment sequences, verifying pre-authorizations, and confirming operatory availability for multi-visit plans.
- Cut unpaid patient balances over 60 days from $9,400 to $5,800 by sending statements weekly and calling patients with open balances.
- Reconciled daily patient payments averaging $3,120, resolving posting errors within 20 minutes of end-of-day close.

Dental Receptionist | Dubois Creek Family Dentistry, Huntingburg, IN
2021 - 2023

- Scheduled recall visits for 310 hygiene patients per quarter by sending reminders by phone and text six weeks before each due date.
- Scheduled crown preps and root canals for 3 dentists while keeping chair downtime under 12 minutes between appointments.
- Lowered billing discrepancies by 60.5% by standardizing the way procedure narratives and CDT codes were entered into Dentrix before nightly batch submissions.
- Maintained HIPAA-compliant patient files by updating demographics, insurance information, and consent forms in the EHR within 3 minutes per record.

Front Desk Assistant | Limestone Springs Dental Clinic, Bedford, IN
2020 - 2021

- Scheduled and confirmed appointments for 2 providers across 6 operatories, keeping the daily patient volume at 38 visits with fewer than 2 open slots per day.
- Flagged 7 billing discrepancies per month by comparing posted charges to treatment plans, which cut rejected claims by about two thirds.
- Processed insurance eligibility verifications for each scheduled patient in Dentrix, completing all checks by 4:00 PM the day before each appointment.