



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Dental Patient Care Coordinator Level I/II
Lummi Nation Health Center (LNHC)

OPEN: September 23, 2026

EXEMPT: No

SALARY: (7/8) \$20.07-\$25.96/hr. DOE

SHIFT: Varies

LOCATION: LNHC

DURATION: Regular Full Time

CLOSES: Until Filled

JOB CODE:

DIVISION: Health & Human Services

DEPARTMENT: Dental

SUPERVISOR: Dental Clinic Manager

VACANCIES: 1

JOB SUMMARY: The Dental Patient Care Coordinator will play a critical role in ensuring seamless patient care coordination at the Lummi Nation Health Center. This position is primarily responsible for handling dental patient scheduling, both over the phone and in person. Additionally, they are assisting the dental team by supporting dentists and clinical staff in managing patient scheduling, verifying records and facilitating communication with patients.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES include the following, and other related duties as assigned.

Centralized Scheduling:

1. Ensure the scheduling process is efficient and patient friendly.
2. Monitor and evaluate the scheduling system, communicating identified scheduling concerns and opportunities for improvements to management.
3. Answering office phones and schedule dental patients
4. Patient Care Coordination
5. Coordinate patient care needs with dental providers and staff within the Dental Office at the Lummi Nation Health Center.
6. Serve as the primary point of contact for dental patients needing assistance with coordination with other health services.
7. Manage patient referrals and follow-ups to ensure continuity of care.
8. Assist with obtaining patient consents for treatment.
9. Follow up with patients after referrals have been written.
10. Confirm all cases (fixed and removable) are here prior to confirming next-day appointments.
11. Monitor chat messages, in basket messages and respond by the end of the day.

Administrative Support:

12. Assist Supervisor and Dental Team with administrative duties as required.
13. Maintain accurate and up-to-date patient records and documentation.

14. Perform functions necessary for billing dental charges to appropriate parties including Medicaid and other insurance companies.
15. Review and confirm dental insurance for next-day appointments.
16. Assist patients with documents needed for PRC status.
17. Review daily correspondence through mail and fax and deliver to the appropriate location.
18. Ensure cleanliness and organization of the front desk area.
19. Assist with peer reviews for the dental providers.

Dental Department Support:

20. Provide support to the dental department as needed based on patient demand.
21. Complete dental patient intake, scheduling, and follow-up appointments.
22. Coordinate with dental staff to ensure smooth patient flow and care delivery.
23. Manage routine and urgent dental requests in the lobby
24. Dispense oral health supplies as needed for patients
25. Other duties assigned by dental clinic manager

MINIMUM QUALIFICATIONS:

- High School Graduate with diploma or GED, **required**
AND
- 1 year of medical office experience, **required**
- Associates Degree or 2 years of college, **preferred**
- Dental experience, **required**
- Current CPR card, may obtain upon hire
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies

KNOWLEDGE, ABILITIES AND SKILLS:

- Must acquire HIPAA training and comply with confidentiality regulations within 90 days of hire.
- Computer Skills: Experience with Epic, RPMS, Microsoft Word, Excel and other software programs or ability to learn applicable systems.
- Basic knowledge of dental terminology, Dental coding and Healthcare scheduling systems.
- Working knowledge of office equipment, copiers, fax machines, scanner, etc.
- Understanding of Lummi Nation Health Center Policies and LIBC Policies
- Must be able to organize, prioritize and deliver tasks in an effective, efficient and timely manner.
- Ability to communicate professionally and respectfully with patients, healthcare providers, and coworkers.
- Maintain confidentiality and appropriately handle patient information.
- Have excellent communication skills both verbal and written (will be asked to demonstrate answering a telephone call)
- Must be able to work independently with general direction and appropriate supervisory support

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol-Free Workplace Policy.
- This position requires regular contact with or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <https://www.lummi-nsn.gov/widgets/JobsNow.php> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991