

**Patient Manager, School of Dental Medicine
University at Buffalo**

Direct Link: <https://www.AcademicKeys.com/r?job=258371>

Downloaded On: Jun. 18, 2025 1:34am

Posted Jun. 17, 2025, set to expire Aug. 4, 2025

Job Title Patient Manager, School of Dental Medicine
Department Clinic Operations
Institution University at Buffalo
Buffalo, New York

Date Posted Jun. 17, 2025

Application Deadline 06/13/2026

Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Health Services
Administrative Support/Services

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Job Description

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Patient Manager, School of Dental Medicine

Position Information

Position Title: Patient Manager, School of Dental Medicine

Department: Clinic Operations

Posting Link: <https://www.ubjobs.buffalo.edu/postings/57526>

Job Type: Full-Time

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Posting Detail Information

Position Summary

The [School of Dental Medicine](#) at the University at Buffalo is seeking applications for a **Patient Manager**. This position will report to the Patient Manager Lead.

Job responsibilities include:

- Manage / Schedule patients for students.
- Schedule follow-up patient appts (as determined by faculty & assigned student).
- Maintain and understand faculty clinic coverage.
- Provide patient education.
- Coordinate schedule changes with students, clinical staff and clinic faculty.
- Manage forms, referrals, screening, cancellations and reschedules as needed.
- Create new patient records.
- Verify payments and prior authorization approval before appts are scheduled.
- Recommend discharge / NATC patients when patient is non-compliant with UB protocols.
- Assign new patient screening and dental assisting to students for credit.
- Mail out patient correspondences and answer telephone calls/questions from patients interested in or receiving treatment.
- CPE Scheduling for endo (CPE10), ODS (CPE6).
- Assign recall patients to students on recall rotation.
- Assist with the scanning in of documentation in the EMR.
- Block and modify student schedules for approved time off.
- Schedule for predoc endo screening and predoc endo including external referrals.
- Create patient charts and verify insurance as needed.
- Attend scheduled meetings 4-5 times each semester.
- Schedule recall appointments.
- Perform other tasks assigned by clinical operational leadership as needed.

Work Hours:

Monday - Friday 8:30 a.m. - 5:00 p.m.

Learn more:

- Our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your

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life.

- Being a part of the [University at Buffalo community](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- High school diploma
- One year of relevant experience

Preferred Qualifications

- Associates degree or higher
- Three years of experience
- Dental office experience
- Strong written and verbal communication skills
- Strong attention to detail
- Prior role with patient/customer facing interaction
- Excellent communication skills, experience working with diverse populations, and attention to detail
- Demonstrated comfort and proficiency in utilizing various technological tools and platforms, such as Microsoft Office suite (Word, Excel, PowerPoint, Outlook)
- Familiar with virtual communication platforms like Zoom, Microsoft Teams, or equivalent

Salary Range

\$38,000 - \$45,000

Special Instructions Summary

Is a background check required for this posting?

Yes

Contact Information

Contact's Name:

Patient Manager, School of Dental Medicine
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Bernadette Dudziak

Contact's Pronouns:

Contact's Title: Patient Manager Supervisor

Contact's Email: bdudziak@buffalo.edu

Contact's Phone: 716-829-6288

Posting Dates

Posted: 06/13/2025

Deadline for Applicants: Open Until Filled

Date to be filled: 07/01/2025

Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact

N/A

University at Buffalo

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