

Natalie Ruiz

Treatment Coordinator San Antonio, TX · (210) 555-0187 · natalie.ruiz@email.com · linkedin.com/in/natalieruiz

SUMMARY

Treatment coordinator with 7 years in dental offices, the last 3 presenting treatment plans at a multi-specialty practice in San Antonio. Turns dentist recommendations into clear costs, insurance verification and patient financing options, and closes about 72% of presented cases. Strong dental terminology, organizational skills and calm customer service with anxious patients.

EXPERIENCE

Treatment Coordinator 09/2023 - Present
Alamo Heights Dental Specialists San Antonio, TX

General, implant and orthodontic practice with 6 providers and \$4.2M in annual production.

- Lead about 50 case presentations a month for implants, crowns and aligners, raising acceptance from 58% to **72%**.
- Build phased treatment plans in Dentrrix so patients see what insurance covers and what they owe at each step.
- Complete insurance verification and pre-authorizations for every major case, cutting surprise balances by about 40%.
- Arrange patient financing through 2 outside lenders and in-house plans, adding about \$38,000 in scheduled treatment a month.

Dental Assistant 06/2021 - 08/2023
Stone Oak Family Dental San Antonio, TX

Family practice with 2 dentists and 7 operatories.

- Provided chairside support for 2 dentists, about 14 patients a day across fillings, crowns and extractions.
- Explained recommended treatment after exams, which led the office to hand the assistant team 10 follow-up consults a week.
- Scanned and filed consent forms under HIPAA rules for about 300 patient records a month.
- Tracked 60+ open specialist referrals a month in Microsoft Office Suite templates until each patient was seen.

Dental Receptionist 08/2019 - 05/2021
Westover Hills Dental San Antonio, TX

Front desk role at a 2-dentist general practice.

- Booked 60+ appointments a day and entered insurance details for new and returning patients.
- Collected copays and posted payments, closing the daily ledger with fewer than 2 errors a month.
- Sent pre-treatment estimates to insurers for about 30 cases a month, cutting claim denials by a third.

SKILLS

- Case Presentation
- Treatment Plans
- Insurance Verification
- Patient Financing • Dentrrix
- Dental Terminology
- Microsoft Office Suite • HIPAA
- Customer Service
- Organizational Skills

EDUCATION

Associate of Arts 05/2021
Northwest Vista College
San Antonio, TX
Business Administration

CERTIFICATES

Registered Dental Assistant (RDA)
Texas State Board of Dental Examiners
11/2021

BLS for Healthcare Providers
American Heart Association
02/2026