

JOB DESCRIPTION

Job Classification: Dental Receptionist

Reports to: Regional Administrator

Supervises: None

Last reviewed: 09/22/2021

POSITION PURPOSE:

This position is responsible for receiving and greeting the public entering the VVHC reception area. This person also provides the necessary paper work for center appointments, answers telephones, refers callers to appropriate resources, makes collections and referrals, and provides chart management service for VVHC practitioners.

MINIMUM QUALIFICATIONS:

Education: High school diploma or GED required.

Licensure/Certification: None

Experience: Two years of secretarial or specialized office experience preferred. One year experience in dental office preferred. Bilingual Spanish preferred.

Equipment/Skills: 10-key, typing, computer literate, telephone skills.

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Hourly

PRIMARY JOB RESPONSIBILITIES:

1. Communication- Communicates effectively and courteously with all VVHC staff, clients, and community partners, utilizing appropriate channels of communication for problem-solving and conflict resolution. Sustains a cooperative, helpful, respectful and professional working relationship with supervisor. Can take direction with enthusiasm and understanding. Asks appropriate clarifying questions relative to scope of assignment.
2. Organization and time management - Productive and efficient use of time, prioritizing appropriately. Maintains a clean, orderly and professional work area. Does not allow personal issues to interfere with workload & keeps social interaction to a minimum. Takes & returns from lunch/breaks in timely manner. Follows guidelines established at time of assignment. Accepts assignments willingly.

3. Safety - Ensures safe work environment, promotes accident prevention and follows proper reporting procedures for situations that impact safety or customer service. Actively participates in quality improvement processes and identifies priorities.
4. Work ethic - Adheres to policies and procedures. Takes responsibility for own actions & seeks to correct mistakes. Initiates and follows through on assignments in a timely manner. Consistently reports to work on time & ensures PTO is available for unexpected absences.
5. Team contribution - Promotes positive teamwork and cohesiveness between all staff. Participates in and supports team meetings, activities & problem solving. Provides constructive recommendations for improvements within department & clinic as a whole and acts as resource of knowledge, skills and conduct. Participates in training and mentoring of new staff members. Keeps behaviors, communications and other outward expressions regarding Valley View Health Center in a positive manner. Collaborates willingly with the Dental Director and other supervising dentists.
6. Service excellence - Demonstrates awareness of and commitment to goals and mission of VVHC. Prioritizes customer service. Maintains high quality, accuracy, and neatness in work performed. Remains calm & tactful under stress, conflict or emergencies.
7. Confidentiality/professionalism - Maintains organizational and patient confidentiality. Maintains appropriate personal boundaries with clients and co-workers. Acts with integrity. Accepts supervision and criticism in constructive manner. Maintains professional appearance. Demonstrates ability to adapt to change. Understands all HIPPA for proper handling of patient related information.

JOB KNOWLEDGE

- A. Provides telephone coverage for the center during operating hours. Standards:
 - Answers phone courteously, providing scheduling assistance, referral, dental records and message transcription for dentists.
 - Transfers calls to the appropriate person or department.
 - Checks voicemail prior to opening clinic doors in the morning and periodically throughout the day.
 - Returns patients phone calls in a timely manner.
 - Processes payments over the phone on patient accounts.
- B. Interacts with public in a professional and courteous manner. Standards:
 - Greets public as they enter the clinic, providing any applicable assistance.
 - If receptionist is not able to immediately help the patient, patient is notified and expected wait time provided.
 - Schedules, changes, and cancels appointments as necessary.
 - Processes patient referrals and dental records as necessary.
 - Enters transactions into Dental Software.

- Assists patients with check-in process and interfaces with current technology which could include the patient portal.
 - Assists patients with the check-out process, see billing and deposit below
- C. Maintains appointment schedule system for center staff and clients. Standards:
- Schedules initial and follow-up appointments according to departmental procedures.
 - Interfaces with call reminder technology and makes sure patient appointments are confirmed in the appropriate manner.
 - Contacts patients to fill any cancellations to maintain a full schedule ensuring patient access.
 - Contacts patients that have no showed to their scheduled appointment and reschedules the missed appointment.
 - Generates a recall list of patients due for a dental exam and reaches out to the patients to schedule them an appointment.
- D. Maintains patient records accurate on PM, EHR & EDR system. Standards:
- Creates charts for new patients
 - Verifies right patient by the four point check.
 - Documents up-to-date demographic information.
 - Scans patient's driver's license and insurance information.
 - Appropriately tasks and documents notes in both EDR and EHR system.
 - Scans in-coming patient records.
 - Sends medical consults to appropriate provider.
- E. Performs Daily Clinic Deposit
- Opens a posting batch
 - Collects money
 - Adds payment transactions to posting batch
 - Closes batch
 - Sends needed documentation to accounting
- F. Dental proficiency
- Understand dental numbering system
 - Dental terms
 - Dental charting
 - Explains treatment plans including fees
- G. Billing to ensure payment
- Verify eligibility
 - Records transactions
 - Post payments and understands pre-payment
 - Calculate slides
 - Contact private insurances for benefits

- Explain co-pays-out of pocket expenses
- Coordinate benefits
- Understand pre-auths and waivers
- End of day chart review

H. Performs other related duties as assigned

- Follows guidelines established at time of assignment.
- Accepts assignments willingly.
- Prioritizes workload to ensure timely completion of assignment.
- Asks appropriate clarifying questions relative to scope of assignment.
- Completes assigned training on time.

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

Employee Signature

Date

Supervisor Signature

Date