

## EL DORADO COUNTY COMMUNITY HEALTH CENTER

### JOB DESCRIPTION

**JOB TITLE:** Dental Office Receptionist  
**REPORT TO:** Dental Front Office Supervisor  
**DIRECT REPORTS:** None

**JOB SUMMARY:** Under the direct supervision of the Dental Front Office Supervisor, responsible for scheduling, patient reception, patient check out and telephone operator duties. This includes excellent customer service and communication with patients in person and on the phone, timely patient flow into and exiting Dental clinic, scheduling of Dental clinic appointments, professional demeanor and capability to perform all of the positions in this rotation. This position accurately uses the electronic medical record to register and schedule patients within Center and HIPAA parameters. The Dental Office Receptionist is customer service oriented and patient focused.

#### JOB DUTIES AND RESPONSIBILITIES

1. Greet and accurately register client demographics in electronic medical record.
2. Obtain and verify client insurance, and co-pay information. Obtain current copies of insurance information/cards. Verify patient eligibility, if applicable, with Medi-Cal insurance products. Have knowledge of, and be able to explain, the Center's sliding fee scale.
3. Responsible for solving problems and educating callers about health care services and procedures.
4. Documentation of all patient and or consumer interactions in the appropriate computer systems.
5. Obtain client authorizations and check for accuracy of completed clinic forms.
6. Collect and log co-pays/deductibles/payments.
7. Answer the telephone promptly; take telephone encounters, answer questions, route calls to the appropriate employee, schedule dental client appointments, triage calls and refer to EDCHC Clinic when needed.
8. Make return appointments at the end of client visits.
9. Supports organizational changes. Demonstrates flexibility for providing coverage and or availability for unexpected absences events or call volume variances
10. Demonstrate positive customer service relationship skills with all telephone encounters.
11. Arrive at work station on time, ready to work and demonstrate minimal absenteeism.
12. Use sound judgement in handling calls especially with upset patients. Understand of when to escalate calls to supervisor or lead.
13. Prepare and post charges from source documents.
14. Responsible for the appearance of the lobby area; keep the area picked up. Alert appropriate staff if there is an issue that needs to be addressed immediately.

15. Alert Dental Front Office Supervisor of possible problems concerning client relations, client flow, and other functions of the clinic. Complete incident reports as required.
16. Call next-day clients and remind them of appointments.
17. Schedule new patient appointments. Assemble and mail new-client packages and mail to new patients.
18. Acquire appropriate signatures for release of medical/dental information.
19. Prepare outgoing mail on a daily basis, track postage balance, and ensure that mail is put out daily.
20. Report equipment or a supply needed to Dental Front Office Supervisor; order office supplies when required.

### **Community Contribution/Customer Satisfaction**

1. Support and contribute to efforts to maintain and improve client satisfaction in all aspects of health care delivery.
2. Participate in outreach activities such as agency-sponsored health fairs/events when needed.
3. Relate to persons with diverse educational social-economic backgrounds.

### **Safety**

1. Follow all safety procedures and report unsafe conditions to ensure an injury-free work environment.
2. Use appropriate ergonomic measures to reduce risk of work-related injuries.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of:
  - Dental Office/Clinic policies and procedures.
  - Dental terminology.
  - General information about CPT, ICD-9, ICD-10 and HCPCS coding and insurance billing.
  - HIPAA
  - California consent to treat laws as applicable to a dental care setting.
- Skills in:
  - Effective oral and written communication; bilingual (English/Spanish) preferred but not required.
  - Basic Computer skills
  - Familiar with Ms Word, Outlook, and EMR systems.
  - Familiar with multi-phone line calls
- Ability to:
  - Share the EDCHC mission and work well in a team environment.
  - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
  - Be courteous and utilize professional behavior in all interactions with the public and staff.
  - Maintain the highest level of confidentiality of client information; HIPAA Compliance.
  - Determine priorities in workload and meet established deadlines.
  - Work in a fast-paced environment with frequent interruptions and maintain a positive disposition at

all times.

- Flexibility to work in all EDCHC Dental locations as needed.
- Be flexible in accepting, changing or carrying out assignments.

## **QUALIFICATIONS**

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

### **Experience:**

An individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above.

High school diploma or GED.

One year of experience in customer service, dental scheduling and/or related clinical environment; working knowledge of dental terminology preferred.

Bilingual in Spanish/English preferred

### **Education and Certification:**

CPR certification is required.

## **OTHER**

### **Physical Requirements:**

Normal health center/interior office environment: see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone; read and write English.

**FLSA Status:** Non-exempt

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

**Salary Range:** \$20.00 - \$25.11