

# Friends of Family Health Center

## Staff Position Description

Administrative Manual

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File Under: Job Descriptions

Position: Dental Receptionist  
Reports To: Dental Supervisor

Approved By: Alicia Araujo

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Revised/Reviewed Date:

March 2017

Position Status: Non-Exempt

Position Summary:

Under the direction and general supervision of the Dental Supervisor, performs Dental Receptionist duties and other related duties as assigned by Dental Supervisor, Lead Dental Receptionist and the Lead Registered Dental Assistant. In the absence of both Leads duties may be assigned directly from the Dental Supervisor.

Essential Functions:

1. Greet patients and other visitors with a friendly, warm attitude.
2. Assist patients with the initial required paperwork for dental services and financial responsibilities.
3. Answer telephone, arrange appointments, transfer calls, answer questions, and assist patients as required.
4. Assist the Clinic Manager as needed, which may include, but not limited to:
  - a. General clerical duties
  - b. Assorted filing
  - c. Assorted PC based typing and general administrative duties
  - d. Open and distribute mail
  - e. Responsible for postage on daily outgoing mail transactions
  - f. Take in cash and other forms of payment from patients and issue receipts as needed.
  - g. Keep reception area neat and clean during business hours
  - h. May assist in data entry, billing projects, and daily reports.
5. Depending on the situation, receptionist duties could require employee to work overtime and/or extended work hours.
6. Participate on committees and special projects as requested.
7. Maintain appointment book and properly appoint patients.
8. Schedule recalls and no show follow ups.
9. Be familiar with and be able to answer Denti-Cal and insurance questions.

10. Review and highlight patient information.
11. Obtain patient insurance information and benefits.
12. Promote growth and friendly attitude in the office.
13. Chart filing and preparation.
14. Assist patients in completing "Patient Information" and "Health History" forms.

#### Additional Responsibilities:

1. Assist Dental Receptionist staff and patients with required paperwork for dental services and financial responsibilities.
2. Provide translation assistance for patients, staff, and dentists as needed.
3. Obtain patient information including but not limited to insurance and demographics for accuracy and completion.
4. Assist with telephone, arrange appointments, transfer calls, answer questions, and assist callers as required.
5. General clerical duties including scanning, establishing patient records via electronic record.
6. Other duties as requested and/or assigned by supervisor.

#### Knowledge/Skills/Abilities:

1. General awareness of the expectations and concerns of FOFHC's dental patients and be able to respond in an empathetic and professional manner.
2. Ability to work with persons from a wide diversity of social, ethnic, and economic backgrounds.
3. Ability to creatively work with other health care professionals from a variety of disciplines to achieve maximal results for patients from a system of integrated primary health care.

#### Information Management:

1. Treats all information and data within the scope of the position with appropriate confidentiality and security.
2. Maintains patient confidentiality and abides by HIPPA regulations.

#### Risk Management:

Cooperates fully in all risk management activities and investigations.

#### Position Qualifications, Education and Training:

1. High school diploma or GED certificate.
2. Current CPR card
3. Ability to attend to multiple tasks at the same time and to prioritize assignments and responsibilities to ensure compliance with established deadlines and protocols.
4. Effective oral and written communication skills in English are required. Effective oral communication skills in Spanish preferred.
5. Experience with computer systems such as Microsoft Office, Excel and current EDR and EMR.
6. Experience with Denti-Cal, HMO and PPO insurances.
7. Excellent customer service experience.
8. Experience with cash procedures.

9. Assists with various general and administrative functions of FOFHC as appropriate and time permits.
10. As directed by a supervisor, performs other related and/or necessary tasks to achieve organizational and programmatic goals and objectives.
11. Participates in appropriate health promotion / disease prevention activities, both on-site and off-site as required.

Licensure and Credentials:

1. Minimum of one (1) year of recent experience preferred

Typical Physical Demands:

Prolonged sitting or standing may be required. Those physical movements and the degree of mobility, manual dexterity and hand-eye coordination normally associated with dental assisting in general practice dentistry will be performed on a repetitive basis. The ability to distinguish letters and symbols as well as the ability to utilize telephones, computer terminals and copiers is required. Work under stressful conditions as well as irregular hours may be required.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to: stand, walk, sit, use hands and fingers, handle/feel objects, tools or controls, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch, crawl, talk, hear, or smell. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Environmental Conditions:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate. Occasional hands-on contact is likely in the following: Hazardous Exposure (Chemical and Infections): Non-Ionizing Radiation (microwaves, sun, etc.): Radiation (x-ray).

I have received a copy of this position and discussed it with my supervisor. I agree to fulfill the responsibilities of the position I have been hired.

Employee Name: \_\_\_\_\_ Supervisor Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_