



JOB DESCRIPTION

Position:	Dental Receptionist
Department:	Dental Support
Reports to:	Site Administrator
FLSA Status:	Non-Exempt Position
Grade:	5

GENERAL PURPOSE:

The Dental Receptionist is responsible for providing assistance to patients on the telephone and at the front desk, and processing cash receipts.

MAIN RESPONSIBILITIES & DUTIES:

- 1) Assists patients calling or visiting the clinic
 - a. Greets patients that are physically visiting the clinic.
 - b. Provides assistance to patients and others contacting the clinic by telephone; may provide direct assistance, or take messages and direct calls to the appropriate party
 - c. Completes initial registration information of new patients CPS following established policies and procedures
 - d. Updates any changes of patient's information in computer database
 - e. Prints forms needed for next day activity
 - f. Schedules appointments for patients calling in, and following up (recall) patients per provider's requests and also requests from portal or worklist in CPS
 - g. Works the exceptions in CallPointe system to verify and cancellations are true and contacts any patients that have a no answer/bad phone listed in CallPointe
 - h. Calls patients to confirm next day's appointments at the request of providers for chronic no shows
 - i. Identifies no-shows and cancellations, and reschedules patients as appropriate for follow-up
 - j. Schedules appointments with specialist for patients needing that treatment
 - k. Transfers/Burns CD any x-rays and /or records requested by another dental office
 - l. Witnesses affidavit forms after completion and scans in chart
- 2) Responsible for verifying dental coverage, and authorizations for treatment/services
 - a. Determines program eligibility for patients and completes the application procedures
 - b. Generates estimates for dental treatment and makes financial arrangements in CPS
 - c. Obtains proof of income from the patients per sliding fee Policy and credit Policy

- d. Documents notes in computer regarding collections, payments arrangements, failed appointment notices, or additional conversations
- e.
- f. Processes cash, checks and credit card payments via CyberSource, ensuring collection of full insurance co-payments, sliding fee and private payments
- 3) Responsible for reconciling daily cash collections and cash drawer, and prepares deposit slip
- 4) Enters daily open/close data of daily cash into the S drive for Accounting Department
- 5) Provides administrative support to the department
 - a. Checks CPS for completion of notes, scan any documents and correspondence, and scans to charts
 - b. Prints the next day's schedule and sends to Dentist, front desk and Registered Dental Assistant
 - c. Separates and correlates posted forms and forwards them to the Billing Department
 - d. Keeps inventory of forms used at the desk; has Clinic Lead reorder in MIPS Abila workflow as necessary, to maintain appropriate inventory level
- 6) Other duties as assigned by Supervisor

QUALITIES & CHARACTERISTICS

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
- 2) Maintains a professional appearance at all times – face of the company
- 3) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 4) Strives to learn more and is receptive to learning different ways of doing things
- 5) Displays enthusiasm toward the work and the missions of Ampla Health
- 6) Exhibits excellent attendance and punctuality

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES

- 1) Must complete high school
- 2) Ability to use Microsoft Word for basic correspondence
- 3) Ability to type a minimum of 40 WPM
- 4) Ability to adapt to specific environment and duties
- 5) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols
- 6) Have demonstrated skills and knowledge of word, excel, and other reporting avenues

COMMUNICATIONS SKILLS

- 1) Must have neat and legible handwriting
- 2) Must be able to interact with patients courteously and calmly
- 3) Ability to communicate well with the public
- 4) Must be able to type accurately with proper verbiage and grammar

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Works well with patients in a generally comfortable environment office. Employees must possess the following physical requirements:

- 1) Must be able to hear and communicate with clients and staff on telephone and those who are served "in person", and speak clearly in order to communicate information to clients and staff
- 2) Must be able to lift up to 40 pounds and push up to 100 pound (on wheel)
- 3) Must have vision which is adequate to read memo's, computer screen, registration forms and other clinic documents

- 4) Must have high manual dexterity
- 5) Able to reach above shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn
- 6) May be exposed to contagious/infectious diseases

EMPLOYEE
NAME(PRINT)

EMPLOYEE SIGNATURE

DATE