

**Moses Lake Community Health Center
Job Description**

Job Title: Dental Receptionist
Reports To: Dental Office Manager
Effective Date: January 2012
Revision: October 2015

Primary Accountability

Provides excellent customer service while performing administrative and clerical tasks

Primary Duties & Responsibilities

1. Consistently exhibits Moses Lake Community Health Center's Service Standards for patients and co-workers
 - a. Welcoming- Looks forward to serving patients every day **B**
 - b. Caring- Treats others with caring, kindness and respect **B**
 - c. Helpful- Goes out of the way to help patients and each other **B**
 - d. Professional- Sets the highest standards for the care provided **B**
2. Checks in pre-registered, new and established patients
 - a. Scans and verifies identification, current insurance and benefit eligibility if needed (sliding fee) **I**
 - b. Accesses Provider One, and prints eligibility with appropriate ACS code if applicable **I**
 - c. Updates Centricity (CTI) with current demographic information **H**
 - d. Enters current insurance information in CTI insurance link **H**
 - e. Ensures dental insurance is unchecked in CTI insurance link **H**
 - f. Creates a new dental case in CTI if needed, following proper procedures **H**
 - g. Confirms the case is attached to appointment visit in CTI **H**
 - h. Obtains electronic signature on Consent to Treat and Dental Appointment and Billing Policy **I**
 - i. Ensures dental chart with encounter is properly placed **B**
3. Schedules appointments appropriately
 - a. Schedules appointments with correct amount of time for visit and appropriate Provider in CTI **H**
 - b. Confirms status of patient (new or established) **B**
 - c. Screens and prepares walk-in schedule advising Dental Assistant as necessary **B**
 - d. Confirms appointments for the following day advising patient of appropriate fee **B**
 - e. Accesses Provider One to verify Department of Social and Health Services (DSHS) eligibility **I**
 - f. Schedules follow-up appointments for patients as advised **B**
 - g. Contacts patients for open appointment times **B**
4. Dental charting - Dentrax
 - a. Navigate EDR to find planned treatment and completed procedures **B**
 - b. Update insurance information **I**
 - c. Print and explain treatment plan for patients **I**
5. Processes treatment plans
 - a. Coordinates treatment plan with Dental Provider **B**
 - b. Establishes third party pre-authorization of dental treatments in advance of services being rendered **H**
 - c. Explains dental and clinic billing, policies, and treatment plan **I**
 - d. Ensures the treatment plan and fee arrangements are signed **I**
 - e. Ensures the collection of co-payments at time of arrival **I**
 - f. Performs data entry of co-payment into CTI and returns receipt to patient **I**

6. Processes Dental referrals
 - a. Schedules and confirms appointments with the patient B
 - b. Faxes referral and medical history forms B
 - c. Emails x-rays if necessary B
 - d. Processes incoming referral notes per procedures B
7. Performs clerical duties
 - a. Prints and distributes incoming faxes B
 - b. Pulls charts for each Provider the day before appointment B
 - c. Answers and directs incoming calls B
 - d. Checks voice mail frequently B
 - e. Completes Access to Baby and Child Dentistry (ABCD) and Oral Health initiative forms B

General Development

1. Requires basic organizational skills, typically to organize own work B
2. Job duties require the ability to work independently and as part of a team B
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others B
4. Employees are able to effectively select from alternatives to situations encountered on the job B
5. Employees focus is primarily on their own work B
6. Duties require the compilation of information B

Professional & Technical Knowledge

Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program

Technical Skills

1. Ability to prepare basic correspondence and simple reports in Microsoft Word B
2. Ability to create, send and manage email in Outlook B
3. Ability to access and complete data entry in Centricity (CTI) B
4. Ability to access Patterson Imaging Software B
5. Ability to access and complete data entry in Dentrix B
6. Ability to access and obtain eligibility information in Provider One and other Dental insurance links B

Communication Skills

1. Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others B
2. Employees are expected to exercise tact and diplomacy in the resolution of mild conflicts or disagreements B
3. Job duties require the effective communication of information in written (including electronic) correspondence B
4. Job duties require the effective communication of information during informal and formal verbal presentations B
5. Ability to read and speak Spanish and/or Russian B

Work Environment

Work is performed in an office environment

Additional Job Requirements

Must have reliable transportation and provide documentation of auto insurance and valid driver's license as required

Blood/Fluid Exposure Risk

- Category I: Tasks routinely involve a potential for mucous membrane or skin contact exposure to blood, fluids or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II: Usual Tasks do not involve exposure to blood, body fluid, or tissues but may require performing Unplanned Category 1 tasks.
- Category III: Tasks involve no greater exposure to blood, body fluids or tissues than would be encountered by a visit. Category 1 task are not a condition of employment.

Typical Physical Demands

- Sitting for long periods of time
- Occasional lifting up to 20 pounds
- Frequent bending, walking, reaching and kneeling
- Good eyesight and vision for close work/computer screens
- Ability to communicate in person and on the phone
- Frequent use of the keyboard requiring manual dexterity
- Frequent writing requiring manual dexterity

Comments

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Employee Signature Date

Supervisor Date

Human Resources Date