



Dental Receptionist

SUMMARY

The Dental Receptionist provides expanded receptionist functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Level 1

1. Phone management
2. Patient Scheduling
3. Computer software and email use
4. Patient Check In, Check Out
 - a. Verifying Patient Insurance
 - b. Registration Forms
5. Presenting basic account information
6. Collecting and Posting payments
7. Coordinating patient referrals
8. Coordinating work schedules for the Director, Resident, Hygienist, and Locums
9. Prescription call in and follow up
10. Charting and documenting patient interactions
11. Cash box and petty cash management (key possession)
12. Continuing care appointment management
13. Laboratory service coordination
14. Services coordination: Laundry, biohazard, medical gas
15. Other team duties as may be assigned by the Dental Director

QUALIFICATIONS/CERTIFICATION

- ❖ Ability to interact and communicate effectively, respectfully and sensitively to patients, team members, WHC staff members.
- ❖ Ability to read, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- ❖ Ability to use the computer and programs such as Dentrix, Microsoft Outlook
- ❖ Ability to work effectively as a team with administrative and clinical staff.
- ❖ Ability to interpret the given dental schedule and manage time
- ❖ Ability to work within appropriate time frames
- ❖ Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- ❖ Ability to deal with problems involving several concrete variables in standardized situations.
- ❖ Level 2 requires 3 years of continuous dental front office experience, associate's business degree or equivalent.

EDUCATION/EXPERIENCE

One year dental front office experience