

# JOB DESCRIPTION



## **POSITION:**

Reports to:

Approved:

Revised:

Department:

FLSA:

**Dental Receptionist**

Dentist

April 2013

July 29, 2013; July 14, 2016; Oct. 26, 2020

Dental

Non-exempt

**Basic Function:** Responsible for performing these duties on a daily, weekly, and monthly basis in accordance with Canyonlands dental standards, while under the supervision of the Dentist.

## **Essential Functions:**

1. Reviews patient EDR chart and prepares daily schedule for dental staff.
2. Greets patients as they arrive in the dental clinic.
3. Makes appointments for patients according to the clinic's scheduling policy; confirms appointments; follow up with "no shows" according to the clinic's no show policy.
4. Registers patients in clinic computer (verifying and updating named, address, phone numbers, employer, insurance status, etc.); corrects any registration errors.
5. Checks with insurer (via computer or telephone) to verify patient is covered by insurance, and requests benefits and eligibility for the services to be provided. Checks to determine the patient's co-payment responsibility.
6. Assists patients in completing and/or updating dental history, consent and financial forms, if necessary.
7. Checks out the patient; collects co-pays and outstanding balances on patient accounts.
8. Manages all aspects of the prior approval/authorization process – submits required documentation via mail and/or computer as appropriate; monitors and tracks status of requests.
9. Triage walk-in or emergency patients in accordance with the clinic's walk-in/emergency policy and works those who meet emergency criteria into open slots in the daily schedule; schedules future appointments as available for patients whose needs are not urgent or emergent.
10. Makes reminder calls to patients with upcoming appointments.
11. Reconciles daily payments and prepares deposits.
12. Performs photocopying and other clerical duties.
13. Manages inventory of non-clinical office supplies; orders and restocks as necessary.
14. Opens and distributes mail.
15. Ensures that all Dental charges are posted from the back office.
16. Works in conjunction with the Dental Resource Coordinator to correct insurance denials or incorrect charge postings to assure all money can be collected.
17. Helps patients with referrals when necessary.
18. Complies with CHC Standards of Conduct, Code of Conduct and Corporate Compliance.

## **Secondary Functions:**

1. Understands role in Disaster Plan and that safety is a condition of employment.
2. Follows CHC's policies and procedures.
3. Serves on various CHC and community committees as required/requested.
4. Attends meetings, seminars, and conferences as appropriate to ensure skills and knowledge remains current.
5. Other duties as assigned.

**Minimum Qualifications:**

1. Ability to perform each essential function duty satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. High School Diploma or equivalency.
3. Previous related experience.
4. Ability to read, write and speak English.
5. Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone (internal and external customers) with respect and dignity.
6. Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Canyonlands' security and privacy policies.

**Preferred Qualifications:**

1. One (1) plus years of directly related experience.
2. Bi-lingual (English/Spanish/Navajo) language skills.
3. Knowledge of Microsoft programs with the ability to effectively communicate using Outlook.

**Appearance Standards:**

This position shall follow the appearance standards as outlined in Canyonlands' Personnel Policy "*Personal Appearance*".

**Physical Requirements:**

| <b>Dental Staff - All Levels</b> |   |                     |                   |                   |
|----------------------------------|---|---------------------|-------------------|-------------------|
|                                  | <b>Not Applicable</b>   | <b>Occasionally</b> | <b>Frequently</b> | <b>Constantly</b> |
| <b>Stand</b>                     |   |                     | <b>X</b>          |                   |
| <b>Vision - near</b>             |   |                     |                   | <b>X</b>          |
| <b>Vision – w/assistance</b>     |   |                     |                   | <b>X</b>          |
| <b>Walk</b>                      |   | <b>X</b>            |                   |                   |
| <b>Sit</b>                       |   |                     |                   | <b>X</b>          |
| <b>Handling</b>                  |   |                     |                   | <b>X</b>          |
| <b>Reach outward</b>             |   |                     | <b>X</b>          |                   |
| <b>Reach above shoulder</b>      |   |                     | <b>X</b>          |                   |
| <b>Climb</b>                     | <b>X</b>  |                     |                   |                   |
| <b>Crawl</b>                     | <b>X</b>  |                     |                   |                   |
| <b>Squat/kneel</b>               |   | <b>X</b>            |                   |                   |
| <b>Bend</b>                      |   | <b>X</b>            |                   |                   |
| <b>Lift/Carry</b>                |   |                     |                   |                   |
| <b>10 lbs or less</b>            |   | <b>X</b>            |                   |                   |
| <b>11-20 lbs</b>                 |   | <b>X</b>            |                   |                   |
| <b>21-50 lbs</b>                 |   | <b>X</b>            |                   |                   |
| <b>51-100 lbs</b>                | <b>X</b>  |                     |                   |                   |
| <b>Over 100 lbs</b>              | <b>X</b>  |                     |                   |                   |
| <b>Push/Pull</b>                 |   |                     |                   |                   |
| <b>12 lbs or less</b>            |   | <b>X</b>            |                   |                   |
| <b>13-25 lbs</b>                 |   | <b>X</b>            |                   |                   |
| <b>26-40 lbs</b>                 |   | <b>X</b>            |                   |                   |
| <b>41-100 lbs</b>                | <b>X</b>  |                     |                   |                   |
| Not applicable                   | Activity does not apply to this position                                  |                     |                   |                   |
| Occasionally                     | Position requires this activity up to 33% of the time (0-2.5 hrs per day) |                     |                   |                   |
| Frequently                       | Position requires this activity from 33% -66% of the time (2.5-5.5 hrs)   |                     |                   |                   |
| Constantly                       | Position requires this activity more than 66% of the time (5.5 hrs +)     |                     |                   |                   |

**OSHA CATEGORY CLASSIFICATION:**

I understand that the duties that are required of me place me in a Category II.

*While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.*

Travel  is  is not required. It is anticipated that travel will be:  0% – 10%  50%-75%  
 10% – 25%  75% - 90%  
 25% – 50%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities/tasks may be modified and/or expanded over time. **Canyonlands will inform the employee when changes in the respective job description are made.**

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. **I understand that failure to adhere to these responsibilities could be grounds for disciplinary action.**

Print Name

Signature

Date