



## **NVIH POSITION DESCRIPTION**

### **DENTAL RECORDS/RECEPTION – CHICO/WILLOWS/RED BLUFF**

**REPORTS TO:** Clinic Site Manager

**SUPERVISES:** None

**POSITION SUMMARY:** The Dental Records/Reception staff is responsible for sustaining an environment of intrinsic goodwill for the Agency while providing optimum services to patients. The Dental Records/Reception staff provides front office services that may include reception, scheduling, registration, patient check-out, billing support, dental records, and administrative support.

**ESSENTIAL JOB FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

#### **A. Scheduling**

1. Pre-screen patients by conducting concise, courteous and informed interviews, obtaining patient history and insurance information to determine appropriateness for scheduling.
2. Schedule visits with appropriate health care provider using computerized scheduling to create appointment. Verify and update patient demographic and payor information.
3. Confirm appointments by telephone.
4. Maintain day sheet documentation; document no-shows in computer, chart, and encounter form.
5. Continually assess providers' schedules to ensure efficient patient flow.

#### **B. Reception and Registration**

1. Verify, update, or establish patient RPMS/Dentrix registration.
2. Obtain and process paperwork, dental charts, and other documents needed for patient visit.
3. Obtain patient financial account information, e.g., insurance benefits, etc. Explain terms and conditions of service and financial responsibility. Secure co-payments.
4. Keep patients in waiting room apprised of their status regarding pending appointments and procedures, e.g., waiting time, delays, etc.

#### **C. Referrals**

1. Obtain and/or assist patients with obtaining, appointments for specialty, diagnostic and ancillary services outside of this office.
2. Document referrals in software system; Follow-up referrals.

#### **D. Patient Check-Out**

1. Collect payment for services.
2. Schedule appointments for follow-up visits.
3. Ensure all paperwork is complete and patients have all information needed for any follow-up visits.
4. Call in new and re-fill prescriptions, with proper authorization from provider.

#### **E. Dental Records**

1. Verify Data Entry of CDT and IH codes.
2. May sort, file, and/or pull dental record documents, e.g., lab report, x-rays, consultations, etc.

3. May copy, fax, and transfer dental records, obtaining required signature(s) on releases and coordinating as needed.
4. Maintain associated tracking logs; process dental lab invoices.

## **F. Administrative Support**

1. Telephones: Answer multi-line telephone system. Triage calls to determine nature and urgency of caller's needs. Determine how best to handle, e.g., take necessary action, refer calls, and take messages. Retrieve messages from answering machine taking appropriate action.
2. Cash Handling/Bookkeeping: Receive payments; prepare receipts; maintain cash log.
3. General Office: Process in-coming dental records mail; maintain business machines by replacing paper, toner, etc.; use computer to prepare forms, labels, and other documents; maintain office supplies.

## **G. Customer Service**

### Telephone Reception

1. Speak clearly and precisely; use a friendly, courteous tone of voice.
2. Identify clinic and self by name.
3. Handle calls in the order received; ask callers if they may be placed "on hold" and thank callers for waiting.
4. When forwarding calls, explain to callers the need to do so; introduce the call to the receiver.
5. When ending a call, use appropriate verbal communication to the specific situation.
6. Take complete and accurate messages; make sure others receive their messages in a timely way.

### In-Person Reception

1. Remain alert to the presence of patients in the waiting areas.
2. Promptly acknowledge patients with a smile; provide an indication that they will be helped as soon as possible.

### Demonstrate a Caring and Interested Manner

1. Listen carefully to patients' questions and concerns; paraphrase their statements; seek feedback.
2. Maintain an appropriate level of eye contact, as determined by situational and cultural factors.

### Problem-Solving with Patients

1. Promptly and courteously provide the information and services requested.
2. Take the initiative to seek assistance from others; inform patient of the need to do so; explain who is being called upon to help; ensure a smooth transition to other parties.
3. Provide consistent and timely follow-through, which ensures that all patient requests are addressed in a way that minimizes inconvenience to all parties.

### Create an Environment in which Patients Feel Valued and Respected

1. Maintain strict patient confidentiality at all times.
2. Refrain from discussing patient or personal matters within patients' hearing.
3. Maintain a composed demeanor when interacting with all patients, including those who are ill, angry, confused, or emotionally distressed.
4. Make every attempt to defuse potentially volatile situations: Speak calmly and firmly, express compassion and understanding, provide constructive suggestions for resolution; seek assistance from co-workers, supervisor, provider, or other appropriate person when immediate resolution is not forthcoming.

### Teamwork

1. Interact in a collaborative way with providers and staff of NVIH Dental Department, other practices and clinics, and other ancillary service and administrative departments.
2. Use judgment to exercise delegated authority to work with others in a proactive way to troubleshoot operational and programmatic problems.
3. Resolve difference in a spirit of cooperation; create solutions that benefit all parties, especially patients.
4. Recommend changes to policies, procedures and Agency environment to enhance the Agency's ability to provide optimum service to all customers.

Other duties as assigned.

## **H. Education, Experience, Certifications, and Licenses:**

1. Graduate of a dental assisting program or two (2) years of dental reception experience desirable.
2. High School Diploma or equivalent, GED

3. Organizing skills to establish priorities for own work within stated guidelines; respond flexibly to changes in priorities; maintain work effectiveness in a setting with a high volume of patient activity and frequent interruptions.
4. Interpersonal skills to establish and maintain effective working relationships with all co-workers; ability to interact with patients and other members of the public with patience, courtesy and professionalism, both in person and on the telephone; and to effectively respond to individuals who may be angry or upset.
5. Filing skills to maintain logs and files of information in alphabetical, chronological and/or numerical order, such that it is current and easily retrievable.
6. Working knowledge of dental terminology and procedure codes sufficient to communicate authoritatively with patients, health care providers and insurance company representatives regarding appointments, services, and procedures.
7. Knowledge of health care insurance systems, including Medi-Cal, Private Insurance, and Fee-for-Service sufficient to appoint patients, inform patient financial responsibility, and explain provision and requirement to patient.
8. Computer skills that provide the ability to efficiently use the computer systems for scheduling, updating information, and word processing documents.
9. Complete working knowledge of practices and protocols related to appointments, dental records, billing, and other business and office procedures.
10. Ability to calculate financial fees and discounts.
11. Ability to proficiently perform dental data entry using CDT and IH codes.
12. Current CPR certification or be able to obtain one within 60 days
13. Must have reliable transportation.

**INDIAN PREFERENCE:** Preference in filling vacancies will be given to qualified Indian applicants in accordance with Indian Preference Act (Title 25, U.S. Code Section 472 & 473). In other than the above, Northern Valley Indian Health, Inc., is an Equal Opportunity and At-Will Employer.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

**PHYSICAL DEMANDS:** 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 talk and hear. The employee frequently is required to stand, walk, sit, use hands to touch, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Employment with Northern Valley Indian Health is voluntarily entered into. All NVIH personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by NVIH. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms.

**FLSA STATUS:** Non-Exempt

**DATE OF LAST REVIEW / REVISION:** 2.2012

**ASSIGNED SITE:** Chico / Willows / Red Bluff

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Signature

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Date