



## **NVIH POSITION DESCRIPTION**

### **DENTAL RECORDS**

**REPORTS TO:** CLINIC SITE MANAGER

**SUPERVISES:** None

**POSITION SUMMARY:** Under the direct supervision of the Clinic Site Manager, the Dental Records staff provides essential dental record/health information management both electronically and through paper format abiding by all privacy laws and regulations. The incumbent will be required to work collaboratively with all clinical services staff in support of direct patient services. The position must exemplify the core values and mission of the organization, always exercising the utmost discretion, diplomacy and tact in both internal and external customer service.

**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 may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

#### **SPECIFIC RESPONSIBILITIES:**

Incumbents may be assigned to certain responsibilities but will be required to support or cross-train to all of the specific responsibilities.

1. Scanner - Performs scanning functions of paper documents directly into Electronic Health Record.
2. Chart Prep - Performs any advanced prep work required for patient appointment in regards to updated information: patient demographics, patient documents, insurance coverage, specialty reports received and other supporting documents needed for the patient visit.
3. Release of Information – Responds to releases for requests of dental information following the strict guidelines of HIPAA/HITECH and other privacy laws and regulations.
4. Chart Audit – Performs post-visit audit of data entry of coding and supporting documentation in Dentrix/HER.
5. Record Maintenance – Performs annual purging of paper records following established policy and procedure and regulatory guidelines.
6. Customer Service - Provides information to incoming callers according to established policies, protocols and guidelines; transfers calls as needed.
7. Practices confidentiality and privacy protocols in accordance with policy and HIPAA/HITECH requirements.
8. Exercises problem-solving and conflict resolution skills when handling complaints from patients or specialists; refers complainant to appropriate designated personnel as needed.

9. Maintain work area in a manner that is organized and represents a professional atmosphere.
10. Performs other duties as may be required within the Dental Patient Care Support Services area.

**EDUCATION, EXPERIENCE & QUALIFICATIONS:**

1. High School Diploma or equivalent, General Education Diploma (GED).
2. Graduate of a dental assisting program or prior reception experience working in the dental setting required.
3. Knowledge of HIPAA/HITC regulations and other privacy laws and regulation to provide confidentiality of all protected health and personally identifiable information.
4. Working knowledge of dental terminology sufficient to communicate appropriately with patients, healthcare providers and insurance company representatives regarding appointments, services and procedures.
5. Basic knowledge of healthcare insurance systems including Medi-Cal, Private Insurance, and Fee-for-Service sufficient to appoint patients, inform patient of financial responsibility and explain provision and requirement to patient.
6. Intermediate to advanced phone skills; able to effectively relate via the telephone and in-person to serve the needs of clinic patients/clients/visitors in a manner that is efficient and productive.
7. Computer skills that provide the ability to efficiently use the computer systems for functions related to dental records/health information management.
8. Ability to perform functions in a detail oriented manner.
9. Current CPR certification or able to obtain CPR certification within 60 days of employment.

**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.

**All NVIH employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH's policies and procedures as they may from time to time be updated.

**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.

**IMPORTANT DISCLAIMER NOTICE**

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**FLSA STATUS:** Non-Exempt

**DATE OF LAST REVIEW / REVISION:** 7.2012 8/2015

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

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Signature

\_\_\_\_\_  
Date