

Dental Receptionist



JOB TITLE: DENTAL RECEPTIONIST

REPORTS TO:

TYPE:

JOB SUMMARY / OVERVIEW

Provides assistance to the dental staff in provision of dental care and helps establish a friendly atmosphere for patients.

PRIMARY DUTIES:

Every effort has been made to include all duties; however, the omission of a specific statement of duties does not exclude the duty from the position if the work is similar, related or is a logical assignment of the position.

Retrieve voice mail messages prior to the morning meeting to acquire patient confirmations.

Answer the phone in a pleasant and courteous manner.

Greet patients as soon as they enter the office. Confirm patient's current contact information. Confirm insurance information.

Transfer calls to the appropriate personnel when necessary. Handle correspondence, as needed, for the dentist.

Send correspondence, as needed, to patients.

Send Thank You Notes to people who refer patients to the practice

Schedule dental appointments.

Confirm patients' appointments two days in advance.

Prepare and mail recall cards two weeks in advance.

Respond courteously and knowledgeably to inquiries from patients, dental staff and other staff. Ensure messages are handled in a precise manner.

Call patients who have not arrived for their scheduled appointment time within five to ten minutes.

Notify clinical staff of schedule changes as they occur.

Enter communication with patient in appropriate portion of patient's chart.

Retrieve voice mail messages throughout the day to ensure messages are recorded and followed up. Ensure that the hygiene schedule is full and cancellations are filled immediately.

Maintain an ASAP list to fill vacancies on the schedule for dentist and hygienist.

Prepare pre-authorizations for any crown, bridge, or partial for all commercial pay patients.

EDUCATION / QUALIFICATIONS

High school diploma or GED.

EXPERIENCE / KNOWLEDGE / SKILLS

Prefer one year experience in a dental office. Demonstrate attention to detail.

Must possess basic computer skills.

Ability to speak, read, write and comprehend instructions in English.

Ability to speak and read Spanish is helpful.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to success- fully 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 sit, use the hands and fingers, handle or feel objects, reach with the hands and arms, talk, and hear. Specific visions abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

MISCELLANEOUS

Accepts and is supportive of change.

Must possess a high degree of integrity and excellent work ethic.

Accepts guidance and suggestions for improvement.

Willing to assist and work with others.

Maintains strict and total personnel and patient confidentiality.

Complies with PrairieStar Health Center Policy & Procedure. Attend all required in-service sessions.

Attend all required clinic meetings.

PrairieStar Health Center is an Equal Employment Opportunity employer.