**TOIYABE INDIAN HEALTH PROJECT, INC.**

**POSITION DESCRIPTION**

**POSITION:** Dental Receptionist **SALARY**: TSS 5

**WORK STATION:** Bishop Clinic **SUPERVISOR:** Chief Dentist/Dental Office

Manager

**SUPERVISES**: None **NON-EXEMPT**

**POSITION SUMMARY:** Responsible for the efficient operation of the Dental Department front desk.

**QUALIFICATIONS**:

1. High school graduate or equivalent.

2. One year general office experience, hands-on computer data entry experience, typing at least 45 wpm.

3. Knowledge of insurance billing procedures with medical/dental terminology is a plus.

4. Must be willing to learn proper methods of patient record management from the Dental Office Manager.

5. CPR certified or certified within three months of hire.

6. Possess valid driver’s license and insurable with company insurance.

7. Ability to work independently, showing good initiative and exercising good judgement while maintaining a professional attitude and appearance.

8. Must be sensitive and possess an awareness and keen appreciation of Indian traditions, customs, and socioeconomic needs of the Indian community.

9. American Indian preference in accordance with Indian Preference Act (Title 25, U.S. Code, § 472 & 473).

**DUTIES AND RESPONSIBILITIES:**

1. Opens and closes the facility at the beginning and closing of each day maintaining all aspects of patient flow.

2. Acts as receptionist for patients, answering phones, greeting patients, making appointments, assisting with completing appropriate forms.

3. Receives and routes incoming/outgoing office communications and mail.

4. Clerical duties to include filing, copying and typing correspondence as requested.

5. Keep accurate comprehensive dental patient records, updating charts and computer with appropriate information.

6. Keeps current with HIPAA regulations and maintains the confidentiality of patient’s records within HIPAA protocols.

7. Maintain the patient recall system, keeping track of appointments made per recall.

8. Identifies inactive charts and follows proper procedure per Dentist.

9. Prepares monthly analysis report on dental providers (fail rate), outpatient visits and case management verification.

10. Responsible for the enforcement of the dental failed appointment policy, mailing cards as needed, managing routine and urgent recalls per policy.

11. Coordinates patients treatment scheduling with the clinics outside dental lab, helps keep track of outgoing and incoming dental lab cases.

12. Responsible for verification of proper insurance coverage of patients prior to appointment; coordinates with TIHP Contract Health Care and Billing Department to ensure coverage.

13. Performs all duties while maintaining a professional appearance and attitude.

14. Other job related duties as assigned.

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Bishop Clinic

*Dental Receptionist*

*(r:03/2015)*

**Job Description Reviewed: Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Supervisor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**