**West Cecil Health Center**

**Job Description**

**Dental Receptionist**

OVERVIEW:

Greets all visitors and clients, registers patients, collects fees, checks out patients, schedules appointments, processes telephone calls, conducts patient follow up telephone calls, reviews treatment plans and financial options, provides information in a courteous and helpful manner, and verifies insurance eligibility and benefits and sliding fee program eligibility.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Open and close dental office according to WCHC protocol.
2. Greet all persons.
3. Provide efficient and professional telephone and fax services, processing messages promptly.
4. Respect and maintain privacy and patient confidentiality at all times.
5. Register patients according to WCHC protocol.
6. Explain WCHC policies to patients.
7. Input encounters.
8. Understand West Cecil Health Center’s Sliding Fee Scale and apply it to payment and collection of fees.
9. Determine the financial status of patients. Copy insurance cards and information. Update insurance at each visit. Collect any fees or deductibles needed.
10. Review treatment plans with patients. Discuss treatment plan options in relation to financial responsibility.
11. Educate patients on the basic etiology of dental decay.
12. Schedule follow-up appointments.
13. Appropriately triage patients over the phone prior to scheduling appointments for efficient use of doctor and staff time.
14. Conduct follow up telephone calls with patients as requested.
15. Contact patients from quick-fill list to keep schedules full in the event of a cancelation or no show.
16. Confirm appointments.
17. Maintain and report statistics as required.
18. Maintain office supplies needed for receptionist desk activities.
19. Maintain area in neat and orderly condition.
20. Participate in staff and educational meetings.
21. Verify that amounts collected are input into the Payment Management system.
22. Submit treatment plans for predetermination of benefits.
23. Maintain petty cash.
24. Responsible for obtaining insurance information from patients and conducting a detailed benefit and eligibility verification of insurance benefits.
25. Assist in maintaining grant requirements across various voucher programs and contracted partners within those programs.
26. Responsible for any other duties as assigned.

QUALIFICATIONS

1. High school diploma or equivalent.
2. Experience as a receptionist, preferably in a dental setting.
3. Warm outgoing personality.
4. Able to work well under pressure.
5. Able to work accurately and efficiently.
6. Must have computer knowledge, Microsoft Word, dental software and Excel.
7. Must understand dental terminology in order to present treatment plans to patients.
8. Must have knowledge of billing and financial concepts.
9. Strong analytical and critical thinking skills required.
10. Highly organized with coordinator background helpful.
11. Polished oral, written and interpersonal communications skills required; provides timely and exceptional customer service to patients and internal staff.

PHYSICAL REQUIREMENTS

1. Hearing - adequate to perform job duties in person and over the telephone.
2. Speaking - must be able to communicate clearly in person and over the telephone.
3. Vision - Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.
4. Ambulatory – adequate to perform job duties including but not limited to answering phones, typing, transporting and filing charts.

I have read and understand this position description. I understand that, while every effort has been made to describe the nature of the work entailed, this description cannot be construed as an exhaustive list of all responsibilities, duties and skills required for this position. I also understand this position description may be changed in the interest of better patient care or more efficient operation of the health center, and that notification of any change in this position description will be made in writing. I also acknowledge that nothing explicitly stated or implied in this position description alters the at-will status of my employment relationship with West Cecil Health Center, Inc.

[Employee signature] [Date]

[Employer signature] [Date]