



Job Description: Administrative Assistant / Dental Receptionist

PRIMARY RESPONSIBILITIES

Responsible for administering the day-to-day activities of the business office, including: maintenance of patient records, schedule and confirm patient appointments, administrator of accounts receivable, maintaining appearance and order of dental office, and manager of patient appointment re-care/recall system.

SPECIFIC DUTIES

Reception Management

- Manage day-to-day operations of dental office
- Open and close dental office according to office protocol
- Review the office for a neat, professional appearance and make necessary changes
- Check the daily schedule for accuracy and post it in all treatment rooms
- Answer and respond to telephone calls with professionalism
- Review supplies for reception and provide order to Dr. S
- Maintain petty cash
- Ensure that HIPAA Notice of Privacy Practices Notice is on display

Patient Management

- Maintain a professional reception area; organize patient education materials, etc.
- Greet and welcome patients and visitors to the practice
- Check in patients according to office protocol, verifying and updating patient information
- Manage re-care/recall and inactive patient system
- Oversee patient relations & handle patient complaints, under Dr. S's indirect supervision
- Help explain office policy to patients and answer patient questions
- Confirm patient appointments according to protocol and patient preferences
- Update patient preferences on call log when scheduling appointments
- Update call log for phone calls received and made
- Schedule patients for efficient use of doctor and staff time
- Check patient quick-fill list to try to fill in cancellation and no-show appointment times
- Collect payment from patients at the time of treatment
- Schedule every patient who leaves this office for their next appointment or have a written plan to obtain next appt
- Make follow-up appointments as needed
- Assist in the treatment room as needed

Records Management

- Gather and accurately record insurance information from patients
- See that records are stored securely and handled in compliance with HIPAA privacy and security regulations
- Accurately file patient information
- Arrange patient charts and radiographs for the next day's appointments
- Track cases and referrals to and from other doctors

Insurance

- Update insurance information on all patients at each appt
- Calculate and collect insurance co-payment amounts utilizing office spreadsheet calculator
- Calculate co-payment amounts when scheduling and inform patients of co-pay estimate for upcoming appointments
- Submit treatment plans for predetermination of benefits
- Prepare claim forms for patients with dental insurance
- Organize supporting materials for claim forms, such as radiographs or written narratives
- Mail or electronically submit claim forms from office
- Assist in the resolution of problems with third-party payers

Cross-Training

- Infection Control, help with disinfecting treatment rooms between patients when needed.
- Assist Chairside, within comfort level, as discussed with Dr S
- Take Dental Radiographs, after course certification.
- Sterilization, help with dental instrument sterilization, when needed, after proper training



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Accounts Receivable Management

Enter patient financial activity in computer
Maintain accounts receivable activity
Prepare bank deposits
Prepare statements
Follow-up and resolve insurance claims
Follow-up and resolve delinquent accounts
Arrange payment schedule with patients according to written office financial policy

Billing

Prepare billing statements promptly and accurately mail billing statements as directed by Dr S
Prepare and mail overdue account letters as directed by Dr. S
Telephone patients with accounts overdue
Post checks received each day
Manage patient financial accounts

Correspondence

Sort, organize, and distribute mail
Prepare and send out new patient and referral thank-you letters as directed by Dr S
Prepare and send out continuing care notices as directed by Dr S
Prepare and send out correspondence as directed by Dr S

Inventory Management

Monitor inventory and order dental office supplies as needed
Monitor and make sure all dental office equipment is working properly

Office Participation

Be an active participant in staff meetings
Perform other tasks as assigned by the dentist

Marketing and Public Relations Management

May assist with the design of marketing and promotional materials (print and electronic)
May assist with dental office advertising/recruiting ads for new staff
May assist with dental office facility management

PERSONNEL REQUIREMENTS

Education/Experience

High school diploma
2 years office experience desired
Legible handwriting for notations

Interpersonal

Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community
Excellent communication skills for telephone contact with current and prospective patients
Excellent communication skills for face-to-face contact with patients, vendors and the community
Effective verbal skills to communicate with patients and staff
Team player
Conflict resolution experience
Customer service or patient relations experience
Communicate all concerns to Dr S

Reporting Hours: Average: 32 hours weekly, after fully trained. (likely 34 hours/week first 90 days for training)

Mondays: 8:30am - 5:15pm* Tuesdays: 8:00am - 5:30pm*
Wednesdays: 8:00am - 4:30pm* Thursdays: 9:00am - 4:30pm*

30 minute lunch break Once or twice a month staff meetings will occur during the lunch break

*day ends when duties completed, may take longer first few months of employment and with patient emergencies.

*Hours vary with shortened work week and occasionally due to scheduling requirements. Staff have access to schedule in Eaglesoft during working hours. Any future hour variations are discussed as a team before scheduling.