

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: DENTAL RECEPTIONIST
DEPARTMENT: DENTAL
SUPERVISOR: DENTAL DIRECTOR
CLASSIFICATION: FULL TIME NON-EXEMPT

POSITION SUMMARY:

Position works directly with and under the supervision of the Dental Director.

ESSENTIAL JOB FUNCTIONS:

- Register patients
- New and update medical histories
- Schedule dental appointments
- Answer phones and direct communications
- Triage emergency patients
- Check denti-cal status
- Acquire patient proof on native American status
- Update charts, information and scan
- Scan reports
- Computer data input
- Confirm dental appointments
- Monitor and control recall system
- Track referrals (specialist)
- Coordinate hospital dentistry program (schedule OR time, schedule H & P appointments and coordinate with dental biller)
- Keep work area neat and clean
- Collect and track money
- Network with medical, CHS, CHR Billers. Transportation and Human Service department
- Determine insurance benefits and update in RPMS and Dentrix
- Order supplies
- Attend training seminars as requested
- Cross train with other dental positions
- Attend and participate in monthly staff meetings
- Other duties pertaining to the dental department as requested by the dental supervisor
- Maintain patient confidentiality
- Understand and follow HIPPA
- Maintain a no-show log
- Mail out patient information, letters and correspondence
- Code dental procedures

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- High School diploma or GED
- RDA or DA experience preferred
- Computer and typing skills
- California Driver's license
- Knowledge of dental procedures and codes
- Knowledge of dental scheduling
- Ability to multi-task
- Ability to work well with people
- Ability to maintain composure
- Working knowledge of Denti-Cal & Dentrix system and private insurance companies
- Excellent communication skills

All LCTHC 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 LCTHC policies and procedures as they may from time to time be updated.

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. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.
Security of health information
Standards of electronic transactions
Privacy of individually identifiable health information

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.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date