

Oral Health Clinic Receptionist/Administrative Assistant Job Description

Created on 11/13/04 4:53 PM

Reports to: OHC Inc. Office Manager

PRIMARY RESPONSIBILITIES

Responsible for maintaining appearance and order of dental office, patient scheduling, and patient management.

SPECIFIC DUTIES

Reception Management

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 business manager
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 health information
Manage recall and inactive patient system
Confirm the next day's appointments by telephone
Schedule patients for efficient use of doctor and staff time
Check patient back-up list to try to fill in cancellation and no-show appointment times
Collect payment from patients at time of treatment
Make follow-up appointments as needed
Assist in the treatment room as needed

Records Management

Gather and accurately record dental, medical, and 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 all times
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 claim forms from office
Assist in the resolution of problems with third-party payers

Billing

Prepare billing statements promptly and accurately mail billing statements as directed by the dentist
Prepare and mail overdue account letters as directed by the dentist
Telephone patients with accounts overdue
Post checks received each day

Correspondence

Sort, organize, and distribute mail
Prepare and send out new patient and referral thank-you letters

Oral Health Clinic Receptionist/Administrative Assistant Job Description

Created on 11/13/04 4:53 PM

Prepare and send out continuing care notices on the 15th of each month
Prepare and send out correspondence as directed by the doctor

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

PERSONNEL REQUIREMENTS

Education/Experience

High school diploma
2 years' office experience preferred
Legible handwriting for notations in schedule

Interpersonal

Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members, and community
Effective verbal skills to communicate with patients and staff