



**Metro Community
Health Center**

Dental Patient Access Specialist

POSITION SUMMARY

To provide quality care and associated services to patients when greeting, checking in, and preparing patients for their Oral Health Appointment. This affects the efficiency and productivity of patient flow through timely, accurate and professional preparation of patients and patient information.

PRIMARY ACCOUNTABILITIES

Achieve Results

- Ensures all patients enjoy a positive experience and are treated with the care and compassion expected.
- Ensures all patient records and related documentation are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
- Affects favorable billing and collection outcomes. Ensures all patient services and billing information is collected and submitted timely and accurately.

Operational Excellence

- Ensures all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as clinic policies and procedures.

Relationships

- Develops favorable relationships with all patients.
- Interacts positively with patients (and their families) to provide information and basic education about oral hygiene and general oral health care according to training and scope.
- Handles and resolves patient concerns with enthusiasm and empathy.
- Establishes favorable working relationships with all staff members associated with clinical and administrative operations.

Stewardship and Professionalism

- Consistently upholds the values and mission of the organization at all times.
- Represents the organization in a highly professional manner at all times.
- Ensures compliance and attention to all corporate policies and procedures.

ESSENTIAL FUNCTIONS

- Responsible for assisting all patients that report to the Dental Front Desk.
- Helps patients feel comfortable before, during and after dental treatment.
- Schedules and registers patients throughout each day either: 1. Utilizing the phone system, or, 2. In person at the Dental Department Patient Access Area.
- Greets patients in a prompt, courteous and professional manner.
- Attains and appropriately handles all messages from the voicemail each day.
- Answers incoming calls promptly and professionally, efficiently screening calls and relaying messages.
- Checks in patients via computer (and possible paperwork) capturing all required information in order to establish the individual as a patient of record.
- Demonstrates commitment to the mission of the organization in promoting dental health.
- Interacts positively with a diverse, sometimes difficult, and demanding patient population.
- Provides service in a manner that is appropriate for the patient's age; demonstrates knowledge and skills necessary to meet the patient's physical, psychosocial, educational, and safety needs.
- Completes and maintains patient records and related administrative documentation.
- Verifies and/or confirms all data/insurance information for patients each day, including walk ins and add-ons.
- Checks to make sure all patient paperwork is completed/signed prior to patient being sent to the Clinical Area in the Dental Department.
- Utilizes systems, technology, and equipment in the collection of patient data, records management and collections.
- Provides laboratory delivery and pick up coordination.
- Responsible for strategically placing emergency patients into the schedule with guidance from the Dentist and/or Dental Staff.
- In collaboration with the Dental Assistants, responsible for scheduling: 1. Prostho patients once their cases are in, and, 2. Patients that have had Pre-authorizations approved and are ready for treatment.
- Responsible for the orderly appearance of the Dental Front Desk Area & Dental Waiting Room.
- Ensures that adequate quantities of supplies are always on hand.
- Responsible for making sure appropriate amounts of petty cash is on hand each day.
- In cooperation with the Clinical Dental Staff, responsible for filling and maintaining an efficient and effective Dental Schedule.
- Carries out other duties as assigned.

REQUIREMENTS

Education

High school diploma or equivalent.

Strong organizational and interpersonal skills.

Computer experience.

Knowledge of dental terminology and procedure codes.

Current Radiation Safety Certificate and/or successful completion of a radiation safety course.

Current CPR Certification.

Certification in Office Practice or enrollment in such a program is desired.

Experience

Demonstrated success with clear thinking and ability to reorganize as needed.

Demonstrated success in working independently, prioritization and problem solving.

Demonstrated success in organization abilities.

Demonstrated success in computer skills including ability to use computer for scheduling, dental records and digital x-rays.

Demonstrated success in customer service/patient services or working with the general public, preferably in a medical care facility.

Demonstrated success in managing difficult customer/patient situations.

Knowledge of dental practices and procedures.

Demonstrated success and experience with direct patient services including the proper knowledge and use of dental devices and equipment.

Working Conditions

- Normal clinic working environment. Requires good verbal and written communication skills. Must be able to speak and read and write the English Language.
- Ability to move freely (standing, stooping, walking, bending, pushing, and pulling).
- Ability to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- Normal accessibility and mobility throughout the region required.
- Normal overtime/extended work hours.

Blood Borne Pathogen Exposure

 X Category I: Job classification includes ALL employees who have occupational exposure* to blood borne pathogens* (blood or body fluids) while performing their job duties.

 Category II: Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required.

 Category III: Job Classification includes those employees who perform jobs and tasks where NO CONTACT with blood borne pathogens occurs and Category I and Category II tasks ARE NOT a condition of employment.