



## Metro Community Health Center

### **Dental Patient Access Specialist**

**Metro Community Health Center extends great benefits to our eligible employees.**

**MCHC current benefits are:**

- MCHC pays 100% of the employee premium for UPMC Platinum Small Business Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 10 paid holidays
- 401k with a 4% match

### **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.

### **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. Prosthodontic 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**

### Skills/Abilities

- Basic understanding of clerical and administrative procedures
- Excellent written and verbal communication skills
- Excellent organizational and time management skills
- Ability to solve problems as they arise
- Excellent research and customer service skills
- Proficient in Microsoft Office Suite or similar software
- Must be detail oriented

### Education/Experience

- High school diploma or equivalent
- Strong organization and interpersonal skills
- Computer experience
- Knowledge of dental terminology and procedure codes
- Current Radiation Safety Certification and/or successful completion of a radiation safety course
- Current CPR Certification
- Certification in Office Practice or enrollment in such a program is desired

**\*\*\*All candidates applying will need to be vaccinated for COVID and show proof of receiving the COVID vaccine before being interviewed and hired. \*\*\***