



## **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 Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that is 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
- 12 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:**

- 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
- Collaborates with schools, community centers, non-profit organizations and other institutions to provide access to dental care in underserved areas or in situations where patients are unable to visit a traditional dental office
- Travels when necessary to fulfill Metro Community Health Center's needs adapting to different settings and situations each day

## **POSITION REQUIREMENTS:**

### Education/Experience

- High school diploma or equivalent
- Strong organization and interpersonal skills
- Computer experience
- Dental Assistant experience preferred
- 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

### 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

### Physical Requirements

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must be able to occasional lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Noise level in the work environment is usually quiet.