



RAWLINS COUNTY
Dental Clinic

Reception & Customer Care

Job Description

The employee reports directly to the Office Manager.

Overview: The employee schedules, takes payments, acquires paperwork, updates patient information, and answers the phone while upholding Rawlins County Dental Clinic's mission, vision, and core values.

Skills/Abilities:

- Attention to detail
- Exceptional customer service skills including effective written and verbal communication skills to communicate and maintain positive rapport with patients, coworkers, and community members
- Basic to intermediate computer skills
- Ability to work and stay on task without supervision
- Critical thinking skills, resourcefulness, and problem solving skills
- Ability to work in a fast-paced environment

Specific Duties:

- General Front Office Operations
 - Arrives punctually and is dependable – crucial for opening duties
 - Manages office schedule
 - Inputs patient information and documentation
 - Monitors supply levels and informs Office Manager of shortages
 - Monitors petty cash
 - Completes end of day reports as instructed
 - Maintains upkeep of lobby, reception area, and patient restroom
- Patient Management
 - Greets all patients and visitors kindly and courteously
 - Answers, routes, and takes calls professionally
 - Checks in patients per office protocol, administers correct forms, and inputs information into chart
 - Confirms the proceeding day's appointments
 - Maintains cancellation list(s) and valiantly attempts to fill cancellations
 - Schedules, cancels, and fails appointments (and reschedules as appropriate) and uses office protocol to maximize productivity of provider and staff time
 - Collects and posts payment in person and over the phone
 - Documents sending and receiving of referrals and attachments
 - Process sliding fee scale applications
 - Effectively uses patient communication software (OperaDDS)
- Records and Accounts Management
 - Obtains and inputs personal, medical, dental, and insurance information from patient
 - Complies with HIPAA and other security measures when handling sensitive data
 - Checks in lab cases upon arrival

- Complete's patient check out processes at the end of a patient's visit by checking route slip against services in software.
- Applies sliding fee scale discounts/adjustments accurately and appropriately
- Assists in Internal Collections as directed by the Administrative Manager and Office Manager
- **Conduct**
 - Complies with employee handbook
 - Stays busy and finds things to do in downtime (e.g. helps in other areas of the office, answers phones, assists front desk, reports to supervisor for additional duties, etc.)
 - Maintains kind and courteous demeanor with patients and co-workers
 - Actively participates in staff meetings and discussions
 - Commitment to continuing education, profession, and personal development
 - Has a team mindset and productively works to foster and maintain team environment
 - Actively contributes to day-to-day problem solving
- ***Other duties as assigned***

Requirements:

- High School Diploma OR equivalent
- *Preferred:* 2 years office experience OR higher education in applicable fields

*This job description is subject to change with or without notice and serves as a general outline **NOT** a comprehensive list of duties and requirements.*