



DENTAL OFFICE ASSISTANT

Position Purpose:

The **Dental Office Assistant** is responsible for assisting patient coordination from initial referral through discharge. As initial point of contact, the Dental Office Assistant greets the patient/family, schedules appointments, and assists with front desk responsibilities by assuring that patient flow is efficient and the patient has a positive experience.

Key Responsibilities:

1. Answers the Dental Clinic phone lines during business hours and accurately directs patient families.
2. Schedules new and existing dental clinic patients.
3. Obtains and accurately inputs data into Dentrix, and Meditech if necessary, to establish or update patient information.
4. Checks-in dental clinic patients, collects all personal information, and ensures patient insurance eligibility is verified.
5. Checks out dental clinic patients, collects necessary payments and schedules any follow-up appointments.
6. Pulls and prepares clinic charts for all appointments.
7. Files patient dental records and charts.
8. Calls families to confirm future appointments. Reschedules appointments when scheduling conflicts arise.
9. Assists front desk staff with duties related to the clinic or surgery.

Customers Served:

The Dental Office Assistant serves children and adolescents and their families, the dental providers and the support team in the department as well as those involved with administrative and business office services.

Qualifications:

Skills, Knowledge and Abilities: Must possess good interpersonal and communication skills. Must be customer service oriented and be able to maintain a courteous/professional demeanor when customers are frustrated or angry. Must have the ability to problem solve and prioritize workload in a fast paced office environment that supports clinical providers. Must be knowledgeable in customer complaint resolution. Must possess data entry skills, be proficient in computer systems and Microsoft software, and be detailed oriented. Must be able to learn about third party reimbursement for dental services.

Education and/or Experience: Must be a high school graduate and have at least two years work experience in a customer service oriented industry. Prior work or knowledge of dental front desk is preferred.

Physical Requirements:

- Position requires sedentary work, occasionally lifting 10 lbs and carrying small objects.
- Incumbent is sitting at a computer terminal 70 to 80% of the time.
- Must be able to calmly handle 80 to 100 telephone or personal contacts daily, and courteously accommodate occasional frustration/anger on the part of clients/customers.
- Must be able to distinguish phone rings and callers' voices against regular background noise and conversation, and speak clearly to a multi-cultural customer base.
- Regularly needs to bend, stoop and reach to file and organize supplies.
- Regular and predictable attendance.