



Job Description: Dental Receptionist/Administrative Assistant

PRIMARY RESPONSIBILITIES

Responsible for administering the day-to-day activities of the business office, including: maintenance of the records of patients, scheduling of patients, accounts receivable, maintaining appearance and order of dental office, presentation of financial treatment plan options, and recall/recare system.

SPECIFIC DUTIES

Reception Management

- Manage day-to-day operations of dental office
- Open and close dental office according to office protocol
- Review the office for a neat, professional appearance and make necessary changes
- Check the daily schedule for accuracy and post it in all treatment rooms
- Answer and respond to telephone calls with professionalism
- Review supplies for reception and provide order to Dr. S.
- Maintain petty cash
- Ensure that HIPAA Notice of Privacy Practices Notice is on display

Patient Management

- Maintain a professional reception area; organize patient education materials, etc.
- Greet and welcome patients and visitors to the practice
- Check in patients according to office protocol, verifying and updating patient information
- Manage recall and inactive patient system
- Oversee patient relations & handle patient complaints, under Dr. S. indirect supervision
- Help explain office policy to patients
- Confirm the next day's appointments according to protocol and patient preferences
- Schedule patients for efficient use of doctor and staff time
- Check patient quick-fill list to try to fill in cancellation and no-show appointment times
- Collect payment from patients at the time of treatment
- Make follow-up appointments as needed
- Prepare financial treatment plans and present plan options to patient at end of their appointment
- Assist in the treatment room as needed

Records Management

- Gather and accurately record insurance information from patients
- See that records are stored securely and handled in compliance with HIPAA privacy and security regulations
- Accurately file patient information
- Arrange patient charts and radiographs for the next day's appointments
- Track cases and referrals to and from other doctors

Insurance

- Update insurance information on all patients at all times
- Submit treatment plans for predetermination of benefits
- Prepare claim forms for patients with dental insurance
- Organize supporting materials for claim forms, such as radiographs or written narratives, as directed by Dr. S.
- Mail or electronically submit claim forms from office
- Assist in the resolution of problems with third-party payers

Inventory Management

- Monitor inventory and order dental office supplies as needed
- Monitor and make sure all dental office equipment is working properly



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Office Participation

Be an active participant in staff meetings
Perform other tasks as assigned by Dr. S.

Accounts Receivable Management

Enter patient financial activity in computer
Maintain accounts receivable activity
Prepare bank deposits
Prepare statements
Follow-up insurance claims
Follow-up delinquent accounts
Arrange payment schedule with patients

Billing

Prepare billing statements promptly and accurately mail billing statements as directed by Dr. S.
Prepare and mail overdue account letters as directed by Dr. S.
Telephone patients with accounts overdue
Post checks received each day
Manage patient financial accounts

Correspondence

Sort, organize, and distribute mail
Prepare and send out new patient and referral thank-you letters as directed by Dr. S.
Prepare and send out continuing care notices as directed by Dr. S.
Prepare and send out correspondence as directed by Dr. S.

Marketing and Public Relations Management

May assist with the design of marketing and promotional materials (print and electronic)
May assist with dental office advertising/recruiting ads for new staff
May assist with dental office facility management

PERSONNEL REQUIREMENTS

Education/Experience

High school diploma
2 years office experience desired
Legible handwriting for notations in charts

Interpersonal

Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community
Effective verbal skills to communicate with patients and staff
Team player
Able to adapt to office policy improvements (office is constantly striving for improved customer care/service)
Conflict resolution experience
Customer service or patient relations experience
Quick response/accurate data entry to present treatment plans to patients in a short time frame
Communicate all concerns to Dr. S.