

Family Health Centers – Job Description

JOB TITLE: DENTAL PATIENT REGISTRATION REPRESENTATIVE

LOCATION: Brewster, Bridgeport, Okanogan, Oroville & Twisp

DEPARTMENT: Dental Revised Date: January 2013

FLSA STATUS: Non-Exempt/Hourly

REPORTS TO: Dental Operations Manager

PRIMARY ACCOUNTABILITY: The dental patient registration representative's primary job function is to support clinical activity by registering patients and ensuring that the correct clinical staff knows their patient's have arrived. They further are responsible for collecting appropriate payments and reappointing patients as specified.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Responsible for registering patients and scheduling patient visits
 - a) Provide appointments to patients using scheduling guidelines
 - b) Make pre-appointment calls.
 - c) Accurately and legibly fill out all required forms; verify patient information (demographics, insurance, sliding fee) and update computer information at each patient visit.
 - d) Fill short notice schedule vacancies to ensure providers are fully booked.
- 2) Process patient payments
 - a) Research patient's accounts balances and inform patients before appointments of amounts due per current FHC policy.
 - b) Collect the full amount due following appointments where services were rendered
 - c) Post payments on patient accounts into EPM
 - d) Work closely with provider when a patient presents for care without the ability to pay on the date of service.
 - e) Reconcile and close daily batch at end of business day
- 3) Performance of administrative duties
 - a) Answers phone calls and handles incoming and outgoing faxes
 - b) Obtains release of information requests
 - c) Assist patients with information requests
- 4) Attendance
 - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages paid vacation and sick leave
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

- 1) Requires basic organizational skills, typically to organize own work
- 2) Job duties require the ability to work independently and as part of a team
- 3) Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
- 4) Employees are able to effectively select from alternatives to situations encountered on the job
- 5) Employees focus is primarily on their own work
- 6) Duties require the compilation of information

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PROFESSIONAL & TECHNICAL KNOWLEDGE

The position requires basic reading, writing, and math skills acquired during completion of a high school degree or GED. Position also requires Spanish/English bilingual fluency and the ability to touch type.

TECHNICAL SKILLS

- 1) Fully functional in use of the Electronic Practice Management (EPM) program
- 2) Ability to use a multi-line phone system
- 3) Ability to utilize Microsoft Outlook email client
- 4) Ability to navigate the internet and access web-based applications.
- 5) Ability to remember the individual scheduling preferences of up to four providers

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require mastery of basic dental vocabulary.

WORK ENVIRONMENT

Work is performed in a clinic environment under the supervision of the dental provider staff on duty.

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TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment	x				
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date