

HealthSource of Ohio

Job Description for: Dental Assistant / Receptionist

Reports To:	Dental Services Manager
Supervises:	No supervision exercised
Classification:	Support Services

Core Values of HSO:

Our Values guide us in making day to day moral decisions and resolving ethical dilemmas, and defining the character of HSO. Our Core Values are Quality and Excellence, Integrity, Patient's Rights, and our Customers.

Position Summary:

Assists the Dentist in dental treatment, as well as functioning as a key member of the dental team.

Minimum Knowledge, Skills, and Abilities Required:

Educational Requirements:

High School graduate or equivalent. Ohio general operator's license in radiology required. Certification in dental assisting preferred.

Experience:

One-year experience in dental assisting or graduate of dental training program preferred.

Physical:

Must have mobility to operate necessary equipment and perform necessary procedures. Must be able to communicate with the patient about procedures as they are performed and to explain routine and special home care. Must be able to understand the concern in situations when patients are asking questions or relating problems.

Mental:

Must have ability to communicate and cooperate with the dentist as dental care is performed. Must have knowledge of general dentistry and specific working knowledge of procedures performed as part of essential duties.

Equipment:

Must have working knowledge and ability to operate standard office equipment, which may include a photocopier, phone, fax machine, computer, autoclave, air/water syringe, suction, X-ray, and other office specific equipment. Must be proficient in dental radiography and sterilization techniques.

Special Skills:

Ability to take and develop diagnostic radiographs and perform necessary lab work.

Network Specific Job Duties:

Mission:

1. Incorporates HSO Core Values, Mission and Vision Statements into daily activities.
2. Performs all daily functions in accordance with institutional policies and procedures; regularly reviews all bulletin boards.
3. Wears identification badge
4. Dresses appropriately for the position and office environment.
5. Displays creativity and loyalty to institution.
6. Consistently demonstrates maturity for accountability of job performance.
7. Maintains and respects patient, employee, and HSO confidentiality and adheres to confidentiality policies of HSO.
8. Follows Corporate Compliance guidelines as applicable to department/center and position held.

Attendance and Punctuality:

1. Demonstrates reliability and makes every attempt to consistently report to work on time at the start of the assigned shift.
2. Follows guidelines in use of sick time and personal days.
3. Provides proper notification for absence or change in schedule.
4. Takes corrective action to prevent recurring absences.
5. Does not allow outside commitments to interfere with work schedule.
6. Rotates shift as required including weekends, late nights, and holidays.

Reliability

1. Completes tasks as assigned.
2. Requests clarification when unsure of directives.
3. Communicates problems in meeting deadlines or completing details of tasks as requested.
4. Completes documentation and paperwork in a timely manner.
5. Follows Total Time policies and procedures and completes a payroll correction form to record any exceptions on a timely basis.

Professional/Educational:

1. Attends appropriate committee and center meetings promptly and regularly.
2. Attends JCAHO required programs, meetings, and mandatory in-service programs.
3. Participates in staff development, including educational pursuits and manages self-development.
4. Regularly consults with supervisor on areas of further instruction that would be beneficial.

Customer and Employee Relations:

1. Treats patients, families, co-workers, and visitors in a courteous manner, responds to patients with kindness and understanding
2. Handles phone calls related to problems and information requests with courtesy, accuracy, and respect for confidentiality.
3. Communicates in a positive and informative manner.
4. Works at maintaining a good rapport and cooperative working relationship with all other employees at HSO; Readily assists co-workers without being asked.
5. Consistently demonstrates ability to work well with supervisors and those in authority positions.
6. Demonstrates willingness to travel to other Centers and perform tasks outside of assigned area when staffing is low.

Planning and Time Utilization

1. Participates in financial accountability by utilizing resources in a cost containment fashion
2. Demonstrates a cost-conscious attitude to time usage, and consistently make the best use of time.
3. Consistently looks for solutions to problems and takes action.

4. Does not allow unimportant interruptions to waste time at the expense of assigned duties and patient care priorities.
5. Returns promptly from errands, coffee breaks, and meals. Does not waste time in non-essential interruptions; maintains prompt attitude.
6. As requested, assists the supervisor in planning and implementing new programs, with special attention to deadlines and other constraints.

Safety/Environment of Care:

1. Observes safety and infection control procedures.
2. Maintains clean working environment in office area.
3. Understands the seven areas of safety which include life safety, emergency preparedness, utilities management plan, hazardous materials and waste management preparedness, equipment management plan, safety management plan and security plan.

Job Specific Duties

Equipment

1. Competently operates standard dental equipment, which may include autoclave, air/water syringe, suction, X-ray units, dental units and other office specific equipment.
2. Competently operates dental office software.
3. Competently operates standard office equipment, which may include a Calculator, Credit Card machine, photocopier, fax machine, printer, answering machine, typewriter, and intercom system.

Dental Records

1. Efficiently pulls and files dental records according to standard office procedures. Follows dental records policy for constructing new dental records.
2. Correctly verifies all dental records for updates as needed. This may include consent forms, updated databases, insurance information etc.

Registration

1. Greets patients and answers questions concerning any problem that might arise
2. Correctly registers new and established patients in the computer. Obtains correct demographic and financial information.
3. Responsible for having appropriate paperwork filled out by patients which may include consents, databases and other paperwork as needed.
4. Orients new patients, prepares patient charts and Rolodex.

Check Out

1. Collects payment from patients which may include co-payments, sliding fee charges, NSF check charges, and collection payments. Correctly writes receipts for payments.
2. Efficiently codes all encounter forms with correct revenue codes and CDT-3 codes. Files all encounter forms correctly for batching process per office protocol.

Patient

1. CareCoordinates patient intake and preparation for exam functions in a constant, steady fashion. Maintains organization and sets priorities to facilitate patient flow. Prepares the dental operator for the specific procedure determined by the Dentist.
2. Takes patient's vital signs and any radiographs as needed for the exam. These may include a panorex, a full mouth series, bitewings, periapical or occlusal radiographs.

Procedures

1. Completes in-house lab procedures as determined by the dentist which may include pouring up and trimming models, making biterims, making bleaching splints, making night guards, and making custom trays.
2. Assists dentist with dental procedures, which may include examinations, amalgams, composites, extractions, dentures, partials, crown and bridge procedures, sealants, root canals, and other procedures.
3. Cleans the operatory after dental treatment, including sterilization of all reusable materials and disposal of non-reusable material.

Written and Oral Communication

1. Understands and accurately communicates instructions, information, and / or concepts according to the dentist's orders utilizing proper dental terminology and grammar. Example: telephone messages, pharmacy refills, patient education, referrals, scheduling appointments and documenting such according to established office policy.
2. Answers telephones for multi-line system and direct calls accordingly.
3. Schedules appointments per dentist protocol.

Miscellaneous Tasks

1. Maintains dental supplies inventory and all necessary supplies as required by the Dentist.
2. Responsible for the maintenance of dental equipment, such as air compressor, suction, handpieces and processors.
3. Assists Dental Coordinator with scheduling, chart pulling and other front office duties when necessary.
4. Performs other duties as necessary.

Working conditions:

Normal dental office with associated risk of exposure to hazardous and infectious material.

Note:

All the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job proficiently.

This job description is not intended to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation.

The Network reserves the right to modify this job description to reflect changes in essential job duties made necessary by changing organizational needs, subject to reasonable accommodation.