POSITION SUMMARY

Provide quality care and services to patients by assisting dentists and other staff in a variety of patient care, office and laboratory duties. Affect the efficiency and productivity of patient flow through timely, accurate and professional preparation of patients and patient information, including taking and processing x-rays.

PRIMARY ACCOUNTABILITIES

Achieve Results
1. Ensure all patients enjoy a positive experience, and are treated with the care and compassion expected.
2. Ensure all patient records and related documents are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
3. Affect favorable billing and collection outcomes. Ensure all patient services and billing information is collected and submitted timely and accurately.

Operational Excellence
4. Ensure all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as clinic policies and procedures.

Relationships
5. Develop favorable relationships with all patients. Instruct patients and their family members on general oral health care and/or information related to post-treatment care as appropriate.
6. Establish favorable working relationships with all staff members associated with clinic operations, including Patient Services Reps (PSR), dental hygienists, dentists, and related staff.

Stewardship and Professionalism
7. Uphold and consistently represent the values and mission of the organization at all times. Represent the organization in a highly professional manner at all times.
8. Ensure compliance and attention to all corporate policies and procedures.

ESSENTIAL FUNCTIONS
1. Prepare and maintain dental instruments, materials and equipment.
2. Collect and record patient health histories (dental and medical) and record information for dentist’s reference prior to examination.
3. Help patients feel comfortable before, during and after dental treatment.
4. Take and process x-rays.
5. Assist dentist chair-side by organizing and preparing instruments for dentist’s use and assisting as needed during procedures.
6. Advise patients in oral hygiene and dental care.
7. Follow through with post-visit duties.
8. Backup the PSR positions, provide relief and support to PSR functions and perform office duties as requested.
9. Interact positively with a diverse, sometimes difficult, and demanding patient population. Provide service in a manner that is appropriate for the patient’s age; demonstrate knowledge and skills necessary to meet the patient’s physical, psychosocial, educational and safety needs.
10. Demonstrate commitment to the mission of the organization in promoting dental health.
11. Read, write, and maintain patient records and related administrative documentation.
12. Utilize the requisite tools, systems, technology and equipment in the collection of patient data, records management and collections.
13. Demonstrate knowledge of dentistry procedures, clinic infection control procedures, cleaning and sterilization of instruments, tray setup and materials.

POSITION REQUIREMENTS

Education
- High school diploma or equivalent.
- Successful completion of a dental assistant licensing or registration program as may be required by the state.
- Radiation safety certification or successful completion of a radiation safety course.
- Certification in office practice or enrollment in such a program is desired.

Experience
- Demonstrated success with clear thinking and ability to reorganize as needed.
- Demonstrated success in working independently, prioritization and problem solving.
- Demonstrated success in organization abilities.
- Demonstrated success in computer skills including ability to use computer for scheduling, word documents and reasonable keyboard skills.
- Demonstrated success in customer service/patient services or working with the general public, preferably in a medical or dental care facility.
- Demonstrated success in managing difficult customer situations
- Knowledge of dental practices and procedures.
- Demonstrated success and experience with direct patient services and the proper knowledge and use of dental care devices and equipment.

Working Conditions (Check one or all depending on the working conditions of the position)
- Normal clinic working environment. Requires good verbal and written communication skills. Must be able to speak and read the English language.
- Ability to move freely (standing, stooping, walking, bending, pushing and pulling).
- Ability to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.

Blood Borne Pathogen Exposure (Please Check One)
- Category I: Job classification includes ALL employees who have occupational exposure* to blood borne pathogens* (blood or body fluids) while performing their job duties.
- Category II: Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required.
- Category III: Job Classification includes those employees who perform jobs and tasks where NO CONTACT with blood borne pathogens occurs and Category I and Category II tasks ARE NOT a condition of employment.

Additional Requirements

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