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**FEATHER RIVER TRIBAL HEALTH**

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**POSITION DESCRIPTION**

**JOB TITLE: DENTAL RECEPTIONIST**

**Grade: 7**

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**Reports to: Dental Clinic Coordinator**

**Department: Dental**

**Classification: Non-Exempt**

**Supervises: None**

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**POSITION SUMMARY:**

The Dental Receptionist works as a member of the Dental team to provide dental services. This position is to provide an efficient office operation by coordinating all aspects of the dental service delivery system. As a dental assistant or registered dental assistant, the receptionist can assist dental professionals with those tasks allowed under Title 16 of the California Administrative Code, Section 1085, as needed.

**ESSENTIAL FUNCTIONS:**

1. See to the patient's comfort and well being during their clinic visit.
2. Receive and answer incoming telephone calls.
3. Schedule appointments by:
  - a. Coordinating van scheduling
  - b. Coordinating lab cases
  - c. Coordinating third party authorizations.
4. Prepare patient record for the appointment.
5. Confirm appointments.
6. Give lab estimates to patients and set up financial arrangements before scheduling prosthetic appointments.
7. Verifies payment resource prior to provision of service and prepares documentation.
8. Prepares reports and information related to the dental services utilizing the electronic dental system for verification by the Dental Clinic Coordinator.
9. Maintains records of all insurance related regulations, changes, and updates.
10. Maintains confidentiality in all matters.
11. Collect monies from patients.
12. Mail computer generated recall and rescheduling notices.
13. Code dental data for input to the Electronic Health Record programs.
14. Prepare prior authorizations for third party payment and Purchased/Referred Care (PRC) (formerly CHS).
15. Be able to provide relief and assist with dental assisting duties as needed.
16. Be able to cross train others in duties of the dental receptionist.
17. Provide patient care and instruction and assist the Dentist during examination and treatment of patients.
18. Maintains a courteous and professional demeanor at all times.
19. Provides problem solving and conflict resolution skills when handling patient complaints.

**ADDITIONAL RESPONSIBILITIES:**

1. Attend trainings, meetings and conferences as required.
2. Participate in any required continuing education in order to provide the highest quality of care to the patient population and to maintain a current and active license to practice, if applicable.
3. Provides other allied duties as may be assigned from time to time.
4. Assist other staff members in development and maintenance of department goals, objectives, policies and procedures.
5. Participate in ongoing quality improvement monitoring and activities.
6. All other duties as assigned.
7. Learn and implement electronic health records functions as they continue to evolve.
8. Assist with a variety of duties in order to meet the needs of the department on an as needed basis.
9. Other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

1. Ability to maintain a professional attitude and appearance at all times.
2. Ability to meet deadlines and assigned projects in a timely, efficient manner.
3. Demonstrate awareness, sensitivity and appreciation of Indian culture, traditions, customs and socioeconomic needs.
4. Ability to be prompt and efficient with minimal absences.
5. Knowledge of dental terminology, materials, medication and instruments.
6. Ability to be calm and resourceful in emergencies.
7. Ability to communicate effectively and to exercise tact, display concern, initiative and good judgment in dealing with people.
8. Ability to accept and use supervision.
9. Good health and physical condition sufficient to permit the full performance of the duties of the position.
10. Ability to write clearly, concisely and legibly and communicate effectively and record observations completely and accurately.
11. Ability to type and operate different types of office equipment and computer systems necessary to perform duties.
12. Knowledge and use of ADA billing codes and IHS procedure codes.
13. Knowledge of billing processes to do prior authorizations for third party payments and PRC.
14. Knowledge of all confidentiality requirements as outlined in HIPAA.

**EDUCATION AND EXPERIENCE:**

1. High school diploma or GED certificate.
2. Current California Registered Dental Assistant licensure.
3. One (1) year of experience working in front office of a general dentistry practice preferred.
4. One (1) year experience in chairside dental assisting.
5. Graduation from an accredited Registered Dental Assistant program or documented evidence of proficiency in those tasks allowed by California law as determined by a dental provider.
6. Possession of a current coronal polishing certification.
7. Possession of a current radiation safety certification.
8. Current CPR certification.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, stoop, kneel or crouch; and talk and hear within normal range. The employee is frequently required to stand, walk, sit, climb, or balance and use taste and smell senses. The employee must regularly be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position is physically and emotionally challenging. There is a high degree of stress. Ability to deal with time constraints and emotional stress and exposure to body fluids and viruses are also essential functions of this job.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to odors and airborne particles. The noise level in the work environment is usually moderate.

Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U. S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).

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**Reviewed Job Description:**

Employee Printed Name: \_\_\_\_\_

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

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Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

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Executive Director: \_\_\_\_\_

Date: \_\_\_\_\_

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