

Position Description

Title: Dental Receptionist

Reports To: Dental Office Manager

Location: Yreka and Happy Camp

Salary: \$9.00 to \$10.00 per hour, depending on experience

Summary: The Dental Receptionist shall receive patients and clinic visitors, provide telephone support, schedule appointments and enter other patient data into the RPMS system as indicated. Shall be responsible for the confidentiality and security of all patient information including medical/dental records. Shall have knowledge and follow the current Karuk Tribal Health Program policies and procedures and shall work as a part of the Karuk Tribal Health Program to promote a positive attitude in an environment of continuous quality improvement.

Responsibilities:

1. Shall efficiently carry out the function of scheduling, rescheduling and cancellation of patient appointments using the RPMS patient registration and appointment scheduling modules.
2. Shall appropriately provide daily appointment schedules to the appropriate dental staff.
3. Shall competently assist in the appropriate collection and verification of all required billing information e.g., Medicare cards, MediCal cards, insurance cards/information and cash payments.
4. Shall efficiently assist in completion of the patient registration process, corrections/amendments, and medications to insure appropriate updates are entered into the RPMS system.
5. Shall consistently advocate acceptable patient conduct in the lobby and shall assist in keeping the lobby and restroom neat.
6. Shall optimistically greet visitors and provide them with appropriate information.
7. Shall promptly and adequately answer phone, route calls, take or deliver messages.
8. Shall competently assist dental staff in sending pre-appointment letter, cancellation notices, collection of billing information, arrangements for referrals and assist patients with prescription refills as necessary.
9. Shall capably provide office support as necessary.

10. Shall proficiently maintains all dental logs, including, but not limited to, patient referral log, dental lab log, recall lists, and quick call lists.
11. Shall adequately assist in dental chart preparation prior to patients' appointments.
12. Shall accurately prepare purchase requisitions, when necessary.
13. Shall cooperate and demonstrate the ability to work well with other Karuk Tribal Departments, as necessary.
14. Shall efficiently coordinate incoming and outgoing dental lab.
15. Shall competently assure the confidentiality and security of all dental health records according to current KTHP policies and procedures and HIPAA.
16. Shall capably serve on health committees as requested.
17. Is capably available for local and out of the area travel as required for job related training. Is cooperative in attending all required meetings, and functions as requested.
18. Shall correctly call in prescriptions or prescription refills as requested by appropriate dental staff.
19. Is courteous in accepting other job duties as assigned.

Qualifications:

1. Demonstrates the ability to work effectively with Native American people in culturally diverse environments.
2. Exhibits the ability to manage time well and work under stressful conditions with an even temperament.
3. Displays the ability to establish and maintain harmonious working relationships with other employees and the public.
4. Demonstrates the ability to understand and follow oral and written instructions.

Requirements:

1. Must have High School Diploma or equivalent.
2. Must have competence in word processing, spreadsheets, office equipment and general computer usage. Must be able to type 25 WPM.
3. Must possess excellent telephone skills. Must have good written and verbal communication skills.
4. Must adhere to confidentiality policy.
5. Must certify and remain current in infant, child and adult CPR.
6. Must have the ability to comprehend and follow Karuk Tribal Health Program's policies and procedures.

7. Must provide documentation of immunity to measles, rubella and/or become immunized with the recommended vaccines, including Hepatitis B and test annually for TB.
8. Must successfully pass a pre-employment drug and alcohol screening test and be willing to submit to a criminal background check.

Tribal Preference Policy: In accordance with the Indian Preference Act of 1934, (title 25, USC, Section 47) and the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Council Approved: April 14, 2005 (revised)

Chairman's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____

**** Employee must sign position description annually, during their evaluation.**