

JOB TITLE: Receptionist (Sales and marketing)

You will report to: _____

GENERAL OBJECTIVES

Responsible for maintaining appearance and order of dental office, patient scheduling and patient management.

SPECIFIC OBJECTIVES

- Reception management
- Open the office and turn on the lights at least 15 minutes before the first scheduled appointment of the day (refer to the opening and closing check list)
- Answer and respond to telephone calls with professionalism and document if necessary
- Review supplies for reception area and provide order to the business manager. Order supplies if necessary
- Maintain petty cash
- Attend a.m./p.m. huddle with necessary information in regards to any financial concerns for the day

Patient Management

- Knowledge on how to manage the recall system
- Confirm the next day's appointments by telephone and use the appropriate status
- Welcome the patients and visitors to the practice in a friendly professional manner
- Gather, prepare and accurately record dental, medical and insurance information from patients
- Accurately file patient information in chart or designated area
- Schedule patients for efficient use of doctor and staff time. Use dateline and staff codes for all scheduled or rescheduled appointments
- Collect payment from patients at the time of treatment and post with initials
- Knowledge, consistency, follow through and expertise on the financial policy
- Arrange patient charts and radiographs for the next day's appointments
- Assist in the treatment rooms as needed
- Review patient treatment plans, answer any questions and schedule appointments when necessary
- Knowledge and expertise on orthodontic financial policy (this includes setting up, explaining and printing out the coupon book)

Insurance

- Submit treatment plans for predetermination of benefits
- Prepare claim forms for patients with dental insurance and answer any questions
- Organize supporting materials for claim forms such as radiographs or written narratives
- Mail claim forms from office
- Assist in the resolution of problems with third-party payers and document any conversations in the appropriate patient file

Billing

- Prepare billing statements promptly and accurately mail billing statements on the first of each month
- Prepare and mail overdue accounts letters and document in the patient file
- Telephone patients with accounts overdue and document in the patient file
- Post checks received each day and include the bank branch, your initials and the check number

Correspondence

- Sort, organize and distribute mail
- Prepare and send out new patient and referral thank you letters
- Prepare and send out continuing care notices
- When handling patient concerns regarding insurance, billing, financial etc..., you are responsible for documenting accurately any conversation in the guarantor notes with the date and your initials

Office Participation

- Be an active participant in staff meetings while being positive and professional
- Be a loyal and dependable team player and lead by example
- Perform other tasks as assigned by the dentist or your supervisor (this includes training new employees)
- Take initiative to keep busy
- Lead by example. Follow policy and procedures noted in the Progressive Dental handbook and encourage other staff to do the same
- Follow, adhere to and encourage other staff to adhere to Progressive Dental's code of conduct posted in the office
- Participate in creating and encourage other staff to maintain a safe non-hostile working environment for fellow employees and Doctors (no gossiping or negativity towards others)
- Praise others when you "catch them doing something good"
- Follow and believe in Progressive Dental's mission statement and encourage other staff to do the same

PERSONAL REQUIREMENTS

Education/Experience

- High school diploma
- 1-2 years office experience preferred
- Legible handwriting for notations, memos and messages. Phone messages must be detailed and initialed
- Attend continuing education courses/seminars as directed

Interpersonal Skills and Expected behavior for the position

- Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community
- An effective verbal skill to communicate with patients, doctors and staff
- Ability to communicate openly while maintaining professionalism and respecting others
- Ability to be coached and be approachable
- Ability to maintain patient confidentiality
- Good listening skills
- Ability to manage multi-tasks
- Ability to handle regular interruptions
- Ability to work with the computer system and dental software

- Ability to handle patient complaints, concerns or questions
- Ability to resolve conflict while being courteous and professional

I have received a copy of and understand my job description. I also have had the opportunity to ask any questions.

Employee _____ Date _____

Supervisor _____ Date _____

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