

## COMMUNITY HEALTH PARTNERS, INC.

*The Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.*

**JOB TITLE:** Dental Administrative Generalist  
Position Status: Non-exempt, hourly  
Effective Date: 5/2020  
Reviewed By: Dental Director

**JOB SUMMARY:** Functions as a member of the administrative team under the general supervision of the supervising Dentist(s), Dental Coordinator and Dental Director. Duties include coordinating schedules of providers on a daily basis, scheduling appointments, greeting patients at the front desk and handling inquiries.

### **ESSENTIAL JOB RESPONSIBILITIES:**

1. Answer phone calls, check messages and return calls in a timely manner.
2. Greet patients and initiate dental visit by gathering relevant financial and insurance documentation. Assist patients with completing paperwork as necessary.
3. Use collected patient financial information to calculate total income and appropriate slide following CHP guidelines. Enter this slide information into Epic FPL and Electronic Dental Record (EDR).
4. Enter patient health history information into EDR & collect medication lists from non-CHP medical providers.
5. Scan patient check-in form, slide form and other supporting documentation into Epic.
6. Close patient Epic work ques, check-out patients after procedures completed and collect appropriate payment from patients.
7. Close daily encounters in Epic before the end of each workday.
8. Input patient recalls into Epic; expire old recalls when creating new recalls.
9. Maintain a full patient schedule, scheduling appointments for patients following dental clinic scheduling protocols and taking measures to fill all cancellations.
10. Coordinate daily flow of patients with dental team by ensuring charts are in order, schedules are printed, and same day visits are recorded.
11. Communicate with Dentist, Dental Assistants and Dental Hygienist any schedule changes that may affect patient flow
12. Responsible for putting together patient forms and packets.
13. Perform confirmation calls for upcoming appointments.
14. Send patient no show/late cancel letters and document such correspondence in EDR.
15. Import radiographs into patient Apteryx charts sent from other offices.
16. Send patient referrals and appropriate radiographs to referral dentist or specialist.

17. Scan patient correspondence into EDR.
18. Archive patient charts as appropriate.
19. Count cash box balance, both when opening the clinic and at the end of the day, and record on the cash box balance sheet.
20. Take deposit to bank in Bozeman or give deposits to Billing Department in Livingston.
21. Under direction of Lead Administrative Generalist, send out monthly recalls to patients.
22. Check mail and deliver to Dentist(s) or support staff when appropriate.
23. Maintain cleanliness of reception area and waiting room.
24. Perform end of day tasks.
25. Ability to report to work as scheduled and work a flexible schedule when needed which may include travel to other sites.
26. Act as a liaison to Billing Department for front desk operational issues.
27. Act as an information source to outpatient clinic visitors, staff and patients.
28. Work across departments as representative of front desk to accomplish clinical goals.
29. Maintain pleasant, professional atmosphere when working with patients, practitioners, and other clinic personnel and the general public.
30. Understand and adhere to HIPAA regulations maintaining confidentiality of patient information.
31. Maintain records accurately and assist in Clinical Quality Improvement and statistical data compilation, including tracking oral surgery callbacks.
32. Perform other administrative duties as requested by the management team including data entry and balancing daily transactions.
33. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and Meaningful Use recognition programs and working to implement patient centered communication skills.

## **JOB QUALIFICATIONS:**

### **Skills and Attitudes:**

1. Ability to follow oral and written instruction.
2. Communicates effectively in writing and orally.
3. Ability to work with limited resource population with a caring, patient-centered approach.
4. Ability to work with grace under pressure.
5. Ability to work in a team and to share responsibilities and duties.
6. Ability to resolve interpersonal conflict in a straightforward and timely manner.
7. Ability to set priorities, be organized, and be a self-starter.
8. Ability to treat both staff and patients with respect.
9. Ability to navigate technology efficiently.
10. Ability to gracefully accept and respond to feedback.

**Essential Physical Requirements:**

	<b>Occasionally (1%-33% of day)</b>	<b>Frequently (34%-66% of day)</b>	<b>Continuously (67%-100% of day)</b>
Sitting			<b>X</b>
Standing	<b>X</b>		
Walking	<b>X</b>		
Speaking/Hearing			<b>X</b>
Seeing			<b>X</b>
Hand/Wrist Work (ie. Keyboarding)			<b>X</b>
Pushing/Pulling	<b>X</b>		
Fine Manipulation		<b>X</b>	
Grasping		<b>X</b>	
Reaching		<b>X</b>	
Bend		<b>X</b>	
Kneel	<b>X</b>		
Squat	<b>X</b>		
Climb	<b>X</b>		
Lift 1-10 lbs		<b>X</b>	
Lift 11-20 lbs	<b>X</b>		

\*Ordinary ambulatory skills needed to visit all CHP sites.

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 disabilities to perform the essential functions.

**Education:**

High School Graduate or equivalent

**Experience:**

Office experience preferred, preferably in a health care facility.  
Personal computer and word processing experience required.

I have read the above job description and have had all my questions answered.

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