

COMMUNITY HEALTH PARTNERS, INC.

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 Assistant/Administrative Generalist - Float
Position Status: Non-exempt, hourly
Effective Date: 5/2020
Reviewed By: Dental Director

JOB SUMMARY: Under the general supervision of the supervising Dentist(s) of the assigned daily site, Dental Coordinator and Dental Director, this position functions as a member of the Dental team. Duties include both clinical duties of a Dental Assistant and clerical duties of Administrative Generalists. This employee will be required to travel to all CHP dental sites and will be expected to re-route to the location with the greatest need.

JOB RESPONSIBILITIES:

Priorities:

1. Provide coverage for both planned and unplanned absences of Dental Assistants and Dental Administrative Generalists.
2. When there is no need for fill in coverage, the position will collaborate with the Dental Coordinator and clinic Dentists to assist in optimizing daily workflow, providing either extra clinical or administrative support.

Dental Assistant Duties:

1. Set up operatories and sterilization each morning.
2. Prepare equipment and operatories for daily procedures, including but not limited to infection control measures, cleaning and maintaining procedure cassettes and trays, and setting up for restorative and surgical procedures.
3. Greet and room patients throughout the day.
4. Maintain health history information for each patient, including the review of current health history and taking vitals.
5. Maintain Electronic Dental Record (EDR) patient charts, including charting of present restorations and planned treatment.
6. Assist Dentist chairside during all patient treatment.
7. Take dental radiographs as necessary for treatment while properly handling digital radiograph sensors and/or panoramic x-ray machine.
8. Sterilize dental instruments, trays and operatories.
9. Update and maintain Clinic lab case logs.

10. Under direction of the Dentist, provide patient education and follow-up information.
11. Perform prophylaxis treatment on children 5 years and younger.
12. Assist in coordinating patient flow. Assist in scheduling patients when needed.
13. Assist in organizing and maintaining of inventory, equipment and supplies.
14. Perform weekly/monthly maintenance on dental equipment.
15. Perform daily oral surgery call backs and document in EDR.
16. Maintain cleanliness of dental clinic, including hallways and breakroom.

Dental Administrative Generalist Duties:

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 workques, 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. Maintain Epic clinic schedules, opening and closing as needed for meetings, provider absences, etc.
23. Check mail and deliver to Dentist(s) or support staff when appropriate.
24. Maintain cleanliness of reception area and waiting room.
25. Perform end of day tasks.
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.

General Duties

1. Work as a team player, assisting other support staff as needed.
2. Understand and adhere to HIPAA regulations maintaining confidentiality of patient information.
3. Under the direction of the Dentist and/or Dental Director, participate in performance improvement activities.
4. Further the mission of CHP through active support of the strategic goals.
5. 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:

Knowledge:

1. Knowledge of dental terminology and instrumentation.
2. Knowledge of infection control measures and practices.
3. Dental office procedures, practices and methods.
4. Chairside dental assisting for all dental procedures.
5. Principles and practices of dental health and prevention.
6. Basic medications and medical emergency procedures.

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:

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

*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:

1. Experience in a dental office and with X-ray processing helpful but not required.
2. Qualified to expose radiographs by:
 - a. having graduated from an accredited program of dental assisting; or
 - b. having been certified in dental radiology in another state; or
 - c. having been certified in dental radiology by the U.S. Military; or
 - d. having successfully completed a board-approved radiology written examination
 - i. must successfully complete the written exam within 9 months of date of hire at Community Health Partners
 - ii. expected to retake exam within 3 months of the first written exam attempt and taken until passed

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

Employee _____

Date: _____