

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 his/her services wherever and whenever necessary to ensure the success of our endeavors.

JOB TITLE: Administrative Generalist - Dental

Position Status: Non-exempt, hourly

JOB SUMMARY: Functions as a member of the administrative team under the general supervision of the supervising Dentist(s) and Dental Director. Duties include coordinating schedules of providers on a daily basis, scheduling appointments, greeting patients at the front desk and handling inquiries, maintaining appointment database and other computer/miscellaneous business office related functions.

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 EDR.
4. Scan patient check in form, slide form and other supporting documentation into Epic.
5. Check-out patients after procedures completed and collect appropriate payment from patients.
6. Close daily encounters in Epic before the end of each workday.
7. Input patient recalls into Epic.
8. Maintain Epic clinic schedules, opening and closing as needed for meetings, provider absences, etc.
9. Maintain a full patient schedule, scheduling appointments for patients following dental clinic scheduling protocols and taking measures to fill cancellations.
10. Perform confirmation calls for upcoming appointments.
11. Coordinate daily flow of patients with dental team by ensuring charts are in order, schedules are printed and same day visits are recorded.
12. Communicate with Dentist, Dental Assistants and Dental Hygienist any schedule changes that may affect patient flow.
13. Send patient referrals and appropriate radiographs to referral dentist or specialist.
14. Scan patient correspondence into EDR.
15. Under direction of Lead Administrative Generalist, send out monthly recalls to patients.
16. Update and maintain Clinic lab case logs.
17. Archive patient charts as appropriate.
18. Check mail and deliver to Dentist(s) or support staff when appropriate.

19. Takes deposit to bank in Bozeman or give deposits to Billing Department in Livingston.
20. Import radiographs into patient Aperyx charts sent from other offices.
21. Maintain cleanliness of reception area and waiting room.
22. Perform end of day tasks.
23. Act as a liaison to Billing Department for front desk operational issues.
24. Act as an information source to outpatient clinic visitors, staff and patients.
25. Work across departments as representative of front desk to accomplish clinical goals.
26. Maintain pleasant, professional atmosphere when working with patients, practitioners, and other clinic personnel and the general public.
27. Maintain records accurately and assist in Clinical Quality Improvement and statistical data compilation.
28. Perform other administrative duties as requested by the management team including data entry and balancing daily transactions.
29. Participate in problem solving, disease collaborative efforts, and quality improvement efforts throughout the clinic.
30. Further the mission of CHP through active support of the strategic goals.

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:

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% 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		

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: _____