



Dental Patient Specialist/Dental Assistant

JOB DESCRIPTION

Hometown Health Center is a Federally Qualified Health Center that offers medical, dental, and behavioral health services. We have an immediate opening for a Dental Patient Specialist in our Dexter office. Our experienced and compassionate staff strive to provide each and every patient with individual attention, thoughtfulness, and kindness.

POSITION SUMMARY:

The Dental Patient Specialist/Dental Assistant is an administrative/clinical professional who serves as a receptionist within the patient centered medical home practice, and assists the dentist. Maintains electronic health records; performs administrative functions, including reception, scheduling, answering phones, filing, ordering supplies and general office duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Participates in daily care team huddle to ensure all current registration information is complete and assist with pre-visit planning as appropriate coordinates and works with the patient care team structure and processes.
- Checks patients in for their appointments and out following their appointments.
- Schedules patients for appointments.
- Processes HDC and follow up appointments in coordination with Care Coordination.
- Answers and directs telephone calls; documents calls or conversations in the electronic health record.
- Obtains updated clerical information in accordance with procedural guidelines ensuring that all appropriate document/information has been entered at the time of registration.
- Collect co-pays and accurately report batches.
- Asks each patient about income level and offers a sliding scale application if they qualify and document in patient's chart.
- Utilizes higher education, seminars, professional publications and webinars to remain current in profession.
- Assists dentist as needed, including chair side assisting, sterilizing of instruments, treatment room and surrounding work areas, managing patient during dental procedures, taking impressions and x-rays as needed, etc.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

COMPETENCIES:

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Must able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

GENERAL EXPECTATIONS:

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Patient Specialist's regular performance evaluation.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include close vision, distance vision, depth perception, and the ability to adjust focus. This position has Long periods of VDT exposure through constant use of a computer terminal.

WORK ENVIRONMENT :

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS NEEDED FOR POSITION :

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least two years of experience working in a dental office preferred.
- Strong organizational skills.
- Ability to be professional and courteous with internal and external customers at all times, including under stress.
- Ability to work both independently and as part of a team.
- Ability to communicate articulately and comprehend written and verbal communications.
- Willingness to learn and take on new challenges, roles and duties.

Education Requirements: The following education requirements are considered essential:

- High School graduate or the equivalent.
- Completion of medical terminology course preferred.

Hometown Health Center offers the following employee benefits package:

- Earned benefits time (includes sick, vacation, holiday)
- Health insurance

- Dental insurance
- Vision Insurance
- Employer Paid Life Insurance first \$10,000
- Short-Term & Long-Term Disability Insurance
- Supplemental insurances including Cancer, Accident, Specific Illness Insurances, Legal Shield & Identity Theft protection.
- Pet Insurance
- 401k Plan with up to 5% Employer Match
- Educational Benefits
- Discount on Verizon services
- Pet Insurance
- Educational Benefits
- Discount on Verizon services

Hometown Health Center is an equal opportunity employer and provider.