



JOB DESCRIPTION DENTAL ADMINISTRATIVE ASSISTANT

Primary Responsibility

Responsible for administering the day-to-day activities of the business office, including: maintenance of the records of patients, scheduling of patients, dental daily log, maintaining appearance and order of dental office, and recall system. Also, assist dentist in all aspects of dental care delivery, including advanced or specialized dental assistant duties.

Specific Duties

Reception Management

Manage day-to-day operations of dental office

Open and close dental office according to dental hours of operations

Review the office for a neat, professional appearance and make necessary changes

Check the daily schedule for accuracy.

Answer and respond to telephone calls with professionalism

Review supplies for reception and provide order to doctor.

Maintain petty cash

Chairside Support

Cross trained as a chairside assist. Assist dentist to fill in if back dental assistant is out of office or busy at times.

Patient Management

Maintain a professional reception area

Greet and welcome patients and visitors to the practice

Check in patients according to office protocol, verifying and updating patient information

Manage recall and inactive patient system

Help explain office policy to patients

Confirm the next day's appointments according to protocol and patient preferences

Schedule patients for efficient use of doctor and staff time

Check patient waiting list to try to fill in cancellation and no-show appointment times

Collect payment from patients at the time of treatment

Make follow-up appointments as needed

Prepare financial treatment plans and present plan options to patient at end of their appointment

Assist in the treatment room as needed

Records Management

Gather and accurately record insurance information from patients

See that records are stored securely and handled in compliance with HIPAA privacy and security regulations

Accurately file patient information and data entry

Arrange patient charts and radiographs for the next day's appointments

Track cases and referrals to and from other doctors

Insurance

Update insurance information on all patients at all times

Submit treatment plans for predetermination of benefits

Prepare claim forms for patients with dental insurance

Organize supporting materials for claim forms, such as radiographs or written narratives, as directed by Dr.

Mail or electronically submit claim forms from office

Assist in the resolution of problems with third-party payers

Inventory Management

Monitor inventory and order dental office supplies as needed

Monitor and make sure all dental office equipment is working properly

Office Participation

Be an active participant in staff meetings

Perform other tasks as assigned by Dr.

Attributes

- Ability to work front and back
- Ability to use computers in recordings and processing information
- Good Knowledge of common terminology in dental practice
- Good Knowledge of dental insurance
- Excellent knowledge of and the ability to apply information management principles to work on a daily basis
- Ability to keep records and patients' personal information private
- Possess interpersonal skills
- Must be initiative

PERSONNEL REQUIREMENTS

Education/Experience High school diploma

Chair assistant experience

2 years office experience desired

Legible handwriting for notations in charts

Fluent in Spanish

Experience with Microsoft Excel and Microsoft Project

Interpersonal

Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community

Effective verbal skills to communicate with patients and staff

Team player

Able to adapt to office policy improvements (office is constantly striving for improved customer care/service)

Conflict resolution experience

Customer service or patient relations experience