



Today's Date: February 15, 2022

Job Listing: Receptionist: Dental Clinic, Ottumwa, Iowa

Duties: Registers all patients and provides intake services for new patients. Performs all defined services and other related duties in accordance with the mission of the River Hills Community Health Center. Interpret English-Spanish as needed.

DUTIES AND RESPONSIBILITIES:

1. Specific Tasks and Activities:

- a. Open and close dental office according to office protocol
- b. Check the daily schedule for accuracy and post it in all treatment rooms
- c. Answer and respond to telephone calls with professionalism
- d. Review supplies for reception and provide order to business manager
- e. Maintain petty cash
- f. Ensure that HIPAA Notice of Privacy Practices Notice is on display, if applicable
- g. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

2. Patient Management

- a. Maintain a professional reception area/office; organize patient education materials, keep the facility neat, etc.
- b. Greet and welcome patients and visitors to the practice
- c. Check in patients according to office protocol, verifying and updating health information
- d. Manage recall and inactive patient system
- e. Confirm the next day's appointments by telephone
- f. Schedule patients for efficient use of doctor and staff time
- g. Check patient back up list to try to fill in cancellation and no-show appointment times
- h. Collect payment from patients at time of treatment
- i. Make follow-up appointments as needed
- j. Assist in the treatment room as needed

3. Records Management

- a. Gather and accurately record dental, medical and insurance information from patients
- b. See that records are stored securely and handled in compliance with legal requirements, including the HIPAA privacy and security regulations, if applicable
- c. Accurately file patient information
- d. Arrange patient charts and radiographs for the next day's appointments
- e. Track cases and referrals to and from other doctors

4. Office Participation

- a. Be an active participant in staff meetings
- b. Perform other tasks as assigned by the dentist

Qualifications: High school diploma required.

Knowledge, Skills and Abilities

- a. Intermediate language, intermediate math, intermediate reasoning ability.
- b. Personal computer.
- c. Ability to interact with diverse groups of people.
- d. Ability to prioritize and process information quickly and accurately.
- e. Strong interpersonal skills.
- f. Ability to interact with patients and guests in a professional, calm, and welcoming manner.

Hours: Monday through Thursday nine hour days; Friday 7:30 a.m. to Noon. Schedule is based on 40 hours per week.

Schedules are subject to change based on clinic needs.

Supervisor: Reception Supervisor

Deadline: Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to HR Recruiting at recruiting@riverhillshealth.org

Or, mail to:

River Hills CHC
PO Box 458
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.