

## GOOD NEWS CLINICS JOB DESCRIPTION

<b>Job Title:</b>	DENTAL RECEPTIONIST	<b>Reports to:</b>	DENTAL COORDINATOR
<b>Job Code:</b>		<b>Direct Reports:</b>	NONE
<b>Department Name:</b>	Green Warren Dental Clinic	<b>Created Date:</b>	6/3/2021
<b>FLSA Status:</b>	<input type="checkbox"/> Exempt (Salaried) <input checked="" type="checkbox"/> Non-Exempt (Hourly)	<b>Revised Date:</b>	6/23/2021

**Job Summary**

The receptionist is a full-time position. Primary responsibility is scheduling dental patient appointments, greeting patients, and answering GNC phone. Secondary responsibilities are to assist Dispensary department when the dental department has full coverage

**Minimum Job Qualifications**

<b>Licensure or other certifications:</b>	
<b>Educational Requirements:</b>	<input checked="" type="checkbox"/> High School Diploma <input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Masters Degree <input type="checkbox"/> Other
<b>*Additional Education Information (explain "other"):</b>	
<b>Minimum Experience:</b>	Some experience in dental setting preferred

**Good News Clinics' Core Competencies:**

1.	<b>Being Vulnerable</b> Admits mistakes and shortcomings; Shares thoughts and feelings openly; Is transparent without hidden agendas; Seen as authentic and genuine; Open and non-defensive to feedback
2.	<b>Communicating Effectively</b> Shares information fully and offers knowledge and experience; Conveys ideas in a manner that engages others; Takes unpopular positions if necessary; Engages in unfiltered dialogue; Relates to others in a respectful manner, regardless of level, personality and background
3.	<b>Being Accountable</b> Demonstrates tenacity and perseverance; Takes initiative; Engages resources to overcome obstacles; Has the courage to do the right thing even when difficult; Acts with integrity in accordance with our Core Values
4.	<b>Displaying Empathy</b> Shares in the joys and pains of others; Is available and offers to help others; Shows concern for the challenges of others; Has a positive and kind demeanor; Takes a non-judgmental approach with others
5.	<b>Holding Others Accountable</b> Provides current actionable feedback, both corrective and reinforcing; Doesn't allow problems to fester; Takes action when necessary, even if unpleasant; Uses every opportunity to give reinforcing feedback to others; Helps others see their blind spots
6.	<b>Listening</b> Practices attentive and active listening; Listens for the unsaid; Asks questions to confirm understanding; Hears people out without interrupting; Is open to viewpoints of others
7.	<b>Managing Disagreement</b> Acknowledges differing viewpoints and sees it as an opportunity to learn; Doesn't run away from conflict; Strives for win/win solutions; Hammers out tough agreements; Finds common ground and solves problems for the good of all

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8.	<b>Promoting Teamwork</b>	
	Values the contributions of all; Connects others' roles to organizational and team success; Encourages and supports; Cuts across boundaries to get things done; Puts own needs aside for good of the team and the organization	
9.	<b>Striving for Continuous Improvement</b>	
	Experiments regularly with new ideas and approaches; Willing to fail; Learns from mistakes; Always seeks to be better tomorrow than today; Adapts to change	
<b><u>Organization Expectations</u></b>		
<b>Operations:</b> Participates in continuous improvement processes, quality, efficiencies, satisfaction, engagement and outcomes.		
<b>Talent Development:</b> Strives to improve own and others' skills and knowledge.		
<b>Safety:</b> Promotes patient, visitor and staff safety and effectively manages risk that lead to injury or harm.		
<b>Productivity:</b> Contributes to the department's successful achievement of productivity expectations.		
<b>Regulatory Compliance:</b> Contributes to the department's compliance with regulatory, mandatory education, and similar requirements.		
<b><u>Key Performance Indicators (KPI)</u></b>		
Identifies unit/department level goals that align with the organization's Key Performance Indicators.		
<b><u>HIPAA (Health Information Portability and Accountability Act)</u></b>		
If, in the normal course of my duties and responsibilities, I am required to access protected health information (PHI) and electronic protected health information (EPHI) for the purposes of treatment, payment and operations within Good News Clinics, I will limit such access to only the minimum necessary amount of PHI and EPHI necessary to perform the functions of my job. If access is not required in the normal course of my duties and responsibilities, I will not access PHI or EPHI.		
<b><u>Job Specific and Unique Knowledge, Skills and Abilities</u></b>		
1.	Knowledge of dental terminology	
2.	Computer skills	
3.	Bilingual skills - English & Spanish written and oral	
4.	Good interpersonal skills	
<b><u>Essential Tasks and Responsibilities</u></b>		
1.	<b>General Duties</b>	
	1A	Answers telephone
	1B	Responds to patients' questions
	1C	Complete telephone call sheet and forward to staff person
	1D	Retrieve and return voicemail messages
	1E	Ensure that all charts are pulled and complete.
	1F	Make copies of all required forms for front office.
	1G	Organizes front office, reception, and work areas.
	1H	Utilizes EMR system to set appointments for patients
	1I	Responsible for patient check-in and scheduling of follow-up appointments at check-out

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1J	Assists with monitoring of appointment waiting lists and follow-up appointments					
1K	Assist with the processing of patient applications					
1L	Assists with filing, as required					
1M	Provides medical interpretation, as needed.					
1N	Assist medical providers as needed, taking vital signs and preparing patient for exam.					
2.	<b>Mornings</b>					
2A	Turn on computer					
2B	Open Medserv and login					
2C	Check-in patients, take charts in the order they signed in. Place in correct provider's slot.					
2D	Check voicemail and return calls before noon.					
2E	Schedule new charts.					
2F	Label new charts.					
3.	<b>Afternoons</b>					
3A	Check-in patients, take charts in the order they signed in. Place in correct provider's slot.					
3B	Check voicemail and return calls before 5:00pm.					
3C	Confirm next day appointments.					
3D	Take new patient charts to the back and pull next day charts					
3E	Schedule patients as they come.					
<b><u>Physical Demands</u></b>						
				<b>Occasionally: 0-30% of time</b>	<b>Frequently: 31-65% of time</b>	<b>Constantly: 66-100% of time</b>
Weight Lifted:	<input checked="" type="checkbox"/> up to 20lbs	<input type="checkbox"/> up to 50lbs	<input type="checkbox"/> up to 100lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight Carried:	<input checked="" type="checkbox"/> up to 20lbs	<input type="checkbox"/> up to 50lbs	<input type="checkbox"/> up to 100lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision	<input type="checkbox"/> light	<input checked="" type="checkbox"/> moderate	<input type="checkbox"/> heavy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Stooping/ Bending	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Standing/Walking	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Pushing/Pulling	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Intensity of Work	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Job Requires:	<input checked="" type="checkbox"/> Reading <input checked="" type="checkbox"/> Writing <input checked="" type="checkbox"/> Reasoning <input checked="" type="checkbox"/> Talking <input type="checkbox"/> Fingering <input type="checkbox"/> Driving					
<b><u>Environment and Working Conditions</u></b>						
<input type="checkbox"/> OSHA Category I:	Job classifications in which the normal duties may involve contact and potential exposure to blood or other potentially infectious or hazardous materials. Appropriate personal protective equipment is to be used whenever potential exists for exposure to potentially infectious or hazardous materials.					

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<input checked="checked" type="checkbox"/> OSHA Category II:	Job classifications in which normal duties do not reasonably anticipate exposure to blood or other potentially infectious or hazardous materials. Contact with blood may occur in an emergency.
<input type="checkbox"/> OSHA Category III:	Job classifications in which the normal duties do not entail predictable or unpredictable contact with blood or other potentially infectious or hazardous materials.
Additional Work Conditions:	
I, _____, have read the job description and fully understand the conditions set forth herein, and I will perform these duties to the best of my ability.	
<b>Employee Signature:</b>	<div></div> <div><b>Date:</b></div> <div></div>