

ILIULIUK FAMILY AND HEALTH SERVICES, INC.
Job Description

JOB TITLE: Dental Assistant

FLSA Job Status:	Non-Exempt
Pay Rate:	\$14.00 or DOE
Department:	Dental Services
Supervisor:	Director of Dental Services, then Executive Director
Date:	11/01/2005

I. JOB SUMMARY

The dental assistant provides support for the dental program by scheduling and registering patients, assists the dentist with patient care, maintains dental supply inventory, fills prescriptions, pre-authorizes dental procedures with insurance, and assists with dental billing.

II. ORGANIZATIONAL SUMMARY

- A.** Reports to: Director of Dental Services & ED
- B.** Key Working Relationships: **Medical Practitioners, Medical Support Staff, and Administration.**
- C.** Primary Customer Groups: **External Practitioners, patients and their families, and vendors/customers**
- A.** Age of Patients Served: All Ages

III. STANDARDS OF CONDUCT

- A. Appearance:**
 - 1. Maintain a professional personal appearance, and abide by the dress code at all times while working and representing IFHS.
 - 2. Demonstrate actions that support maintaining a positive and clean facility appearance.
- B. Attitude:**
 - 1. Acknowledge customers; smile and maintain eye contact.
 - 2. Apologize for problems, inconveniences, and wait times.
 - 3. Be kind, sympathetic, and helpful.
 - 4. Thank all customers for choosing IFHS.
- C. Respect:**
 - 1. Treat customers (patients, guests, colleagues), as I would want my family treated.
 - 2. Treat colleagues (employees, physicians, volunteers) as professionals.
 - 3. Be accountable in meeting customers' requests and needs.
 - 4. Recognize and respect differing viewpoints and beliefs.
 - 5. Have reverence for diversity and perspective of all people.
- D. Ownership/Accountability:**
 - 1. Act as an ambassador of IFHS.

2. Anticipate and exceed customer needs and expectations.
3. Understand and accept responsibilities.
4. Demonstrates a proactive approach to all issues/problems/concerns.

E. Communication:

1. Acknowledge customers/patients.
2. Keep customers/patients appropriately informed.
3. Maintain confidentiality.
4. Use proper voice and e-mail etiquette.
5. Use proper and professional telephone etiquette.
6. Demonstrates positive and proactive communication skills to include active listening.

IV. JOB SUMMARY

1. Schedules appointments for dental practitioners.
2. Calls and reminds patients of all dental appointments.
3. Ensures all dental patient demographic information is complete and updated, the patient has signed a copy of IFHS's patient financial policy and copy of receipt of HIPAA information.
4. Ensures that all dental patients have a form of payment set-up before they are seen including verification of fee for sliding scale applicants.
5. Assists patients with sliding scale applications.
6. Prepares patient charts
7. Acts as backup to input correct information into the computer.
8. Pre-authorizes all dental procedures with relevant payers prior to patient receiving care.
9. Makes telephone calls to follow-up on dental insurance claims and problems.
10. Provides back-up for coding and inputting dental charges into A/R system.
11. Provides back-up for submitting primary and secondary dental claims to insurance companies via electronic and paper claims including commercial, Medicaid.
12. Provides back-up for responding to Explanation of Benefits (EOB's) on insurance accounts for dental claims.
13. Provides back-up for posting all payments on dental accounts.
14. Checks dental supplies inventory and prepare an order as needed, at a minimum quarterly.
15. Screens dental patients with short histories and vital signs.
16. Prepares dental trays and dental equipment for procedures.
17. Prepares dental patients for procedures.
18. Assists dental practitioner with procedures as directed.
19. Clean up after dental procedures, autoclave dental instruments.
20. Follows aseptic technique and infection control.
21. Uses PPE (Personal Protective Equipment) appropriately: to include gloves, mask, gown and shoe covers. Training will be given in PPE use.
22. Performs other work-related duties as assigned by the Director of Dental Services, or the Executive Director.
23. Fills prescriptions needed by dental patients.

V. ESSENTIAL FUNCTIONS

1. Minimum of a high school diploma or equivalent.
2. Prefer experience in medical or dental office setting.
3. Must be able to interact in English with staff, patients, and public both verbally and written.
4. Must have manual dexterity of hands/fingers for very frequent computer work, writing, and filing.
5. Involves occasional lifting up to 30 pounds and occasional push and pull up to 25 pounds.
6. Involves very frequent sitting, standing, and walking.
7. Involves frequent telephone use.
8. Must have vision adequate to read 12-point type with or without use of corrective lenses.
9. Proficiency in Spanish preferred.

VI. ACKNOWLEDGMENT

I have reviewed and understand the responsibilities of this position description.

Signature of Employee

Date