

CHEYENNE RIVER SIOUX TRIBE  
DENTAL PROGRAM-TRIBAL HEALTH DEPARTMENT  
RECEPTIONIST

DESCRIPTION OF WORK

General Statement of Duties: The Receptionist is the first line of customer service for all patients and visitors entering our office. They will greet patients, sign them in, schedule future appointments, and handle incoming phone calls. They will assist patients in accordance with the training they have received ensuring patients receive the best possible service. The incumbent will assist the Dental Administrative Manager with routine secretarial duties.

Supervision Received: Works under the immediate supervision of the Dental Administrative Manager.

Supervision Exercised: None.

EXAMPLE OF DUTIES (Duties may include but are not limited to the following):

Receives telephone calls for the Dental Department.

Greets patients and directs those patients to the proper staff members treating all people serviced in a courteous manner.

Works closely with other office staff keeping lines of communication open at all times.

Updates patient data into RPMS, EHR, and Dentrix computer systems.

Will be responsible for obtaining updated insurance information for billing purposes.

Will be responsible for checking the eligibility status of all Medicaid, Medicare and private insurance patients for billing purposes.

Will prepare billing claims and send to the batch log to be sent out to the proper insurances.

Assists with logging in lab arrivals.

Assists with scanning patient records in to electronic chart format.

Maintains and supplies units with appointment slips, consent forms, post-op instructions, PCC forms, etc.

Works with patients by handing out and collecting all completed and necessary patient paperwork and forms.

Maintains patient paperwork keeping it up to date and current in the patient charts.

Files patient's charts and places or scans any correspondence (i.e., referrals, notes, etc.) into charts.

Delivers PCC forms to pharmacy as needed.

Assists other front desk staff with scheduling dental appointments for local and contract care referrals to outside facilitators.

Responsible for contacting patients and scheduling the appropriate appointments as necessary or as directed by dentist or immediate supervisor.

Works with Community Health Representatives (CHR's), Purchase Referred Care Staff (IHS) and Oral Health and Referral Coordinator (OHC) to ensure patients make and keep appointments and are picked up from dental appointments.

Responsible for confidentiality of patient records, allowing only authorized persons to have access to records.

Constructs new dental charts.

Maintain patient confidentiality through HIPAA compliance

Assists with checking and delivering office mail on a daily basis.

Partner with doctors, hygienists, office leaders and support staff to maintain excellent patient service and integrity within the organization.

Accountability for successful performance of all job functions.

Provide outstanding customer service for the patient; making the patient the #1 priority.

Take responsibility for the appearance and functionality of the front office.

Will assist and provide back-up for the Oral Health and Referral Coordinator whenever necessary.

Will collect and receipt payments from patients at time of treatment.

Will work with providers in order to fill in cancellations and no-shows.

Performs other duties as assigned by supervisor.

## MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities: Must have a pleasant demeanor and must be able to resolve conflicts. Must be proficient in Microsoft office, RPMS and EHR, as well as document/record scanning procedures. Knowledge of modern office equipment. Knowledge of correct grammar, punctuation, and spelling. Ability to make simple mathematical computations. Ability to follow written and verbal instructions. Ability to stand for long periods of time.

Education: High School Diploma or GED.

Experience: Must possess a record of experience that shows incumbent's ability to perform the duties of this position. A work history of at least two (2) years in front office reception duties.

Special Requirements: Proven experience of working in a Dental or a Medical Office.

## CONFIDENTIALITY

Incumbent will be required to receive Health Insurance Portability and Accountability Act of 1996 Training. Because confidentiality is very important while working with health issues. It is expected that all matters pertaining to individual problems will be kept confidential. This also pertains to personnel issues. Failure to comply will be cause for dismissal.

This position is strictly prohibited from participating in political activity.

Incumbent is subject to the CRST Drug & Alcohol Testing Policy; must pass pre-employment drug screening and will be subject to random drug screenings (will be required to sign and submit a form understanding and receiving policy). Must be able to pass local/Tribal, Federal and State background checks in accordance with P.L. 101-630, P.L. 101-647, and Resolution No. 86-2013-CR.

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