

Job Title: Referral Coordinator / Front Desk

Status: Full-time, hourly, non-exempt

Reports: Office Manager, CDO, CFO, COO

POSITION SUMMARY

The front staff contributes to Project Vida's continued success by diligently executing the organization's mission and promoting the organization's culture and values. The front office provides services that include reception, scheduling, patient check-out, billing support, dental records, and administrative support.

IMPORTANT DISCLAIMER NOTICE

The listing below attempts to identify the "major areas of responsibility" and is not all-inclusive. Other responsibilities may be assigned by your supervisor or provider.

JOB DUTIES:

- **Scheduling**
 - Manage NE/ Montana Vista Schedule and Confirm appointment with patients two days before appointment.
 - Pre-screen patients by conducting concise, courteous and informed interviews, obtaining patient history and insurance information to determine appropriateness for scheduling.
 - Create appointments/visits with appropriate provider using computerized scheduling.
 - Verify and update patient demographic and payer information.
 - Confirm appointments by telephone.
 - Maintain day sheet documentation; document no-shows in computer and chart.
 - Continually assess providers' schedules to ensure efficient patient flow.

- **Reception and Registration**
 - Registration/ assist patients to register under our clinic discount.
 - Verify or update patient registration.
 - Obtain and process paperwork, dental charts, and other documents needed for patient visit.
 - Obtain patient financial account information, e.g., insurance benefits, etc.
 - Explain terms and conditions of service and financial responsibility.
 - Secure co-payments.
 - Keep patients in waiting room informed of their status regarding pending appointments and procedures, e.g. waiting time, delays, etc.
 - Collect payment for services.
 - Be able to calculate financial fees and discounts.
 - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
 - Ability to compute rate, ratio, and percent.

- **Referrals**
 - Be able to explain need for patients to seek certain dental procedures with a specialist.
 - Document referrals in software system and follow up with them periodically.
 - Manage all incoming referrals into the clinic and help patients to schedule their first appointment.
 - Keep track of all medical clearances given/ received to patient.
 - Follow up medical clearances weekly and schedule patient's next appointment.
 - Manage refer out chronic disease patients to DCC to comply with patients needs.
 - Maintain a good communication with DCC to insure follow up on patients with chronic daises / other conditions.
 - Bring in Certain Insurance population into the clinic to increase Medicaid/Other capitation in our schedule.

- **Patient Check-Out**
 - Be able to exhibit knowledge of health care insurance systems including sliding scale fees, private insurance, and fee-for-service sufficient to appoint patients, inform patient of their financial responsibility, and explain provisions and requirements to the patient.
 - Schedule appointments for follow-up visits.
 - Ensure all paperwork is complete and patients have all information needed for any follow-up visits.
 - Call in new and re-fill prescriptions, with proper authorization from provider.

- **Dental Records**
 - May sort, file, and/or pull dental record documents, e.g., lab reports, x-rays, consultations, etc.
 - May copy, fax, and transfer dental records in accordance with HIPPA regulations.
 - May obtain required signature(s) on releases and coordinate as needed.
 - Maintain associated tracking logs; process dental lab invoices.

- **Administrative Support**
 - Telephones
 - Answer multi-line telephone system.
 - Triage calls to determine nature and urgency of caller's needs.
 - Determine how best to handle, e.g., take necessary action, refer calls, and take messages.
 - Retrieve messages from answering machine and take appropriate action.
 - Cash Handling/Bookkeeping
 - Receive payments; prepare receipts; maintain cash log.
 - General Office
 - Process in-coming dental records mail.
 - Maintain business machines by replacing paper, toner, etc.
 - Be able to use computer to prepare forms, labels, word processing and other documents.
 - Maintain office supplies.

- **Customer Service**
 - Telephone Reception
 - Speak clearly and precisely; use a friendly, courteous tone of voice.

- Identify clinic and self by name.
- Handle calls in the order received; ask callers if they may be placed “on hold” and thank callers for waiting.
- When forwarding calls, explain to callers the need to do so; introduce the call to the receiver.
- When ending a call, use appropriate verbal communication to the specific situation.
- Take complete and accurate messages; make sure others receive their messages in a timely manner.
- o In-Person Reception
 - Remain alert to the presence of patients in the lobby.
 - Promptly acknowledge patients with a smile; provide an indication that they will be helped as soon as possible.
- o Demonstrate a Caring and Interested Manner
 - Listen carefully to patients’ questions and concerns; paraphrase their statements to confirm you are both on the same page; seek feedback.
 - Maintain an appropriate level of eye contact, as determined by situational and cultural factors
- o Problem-Solving with Patients
 - Promptly and courteously provide the information and services requested.
 - Take the initiative to seek assistance from others; inform patient of the need to do so; explain who is being called upon to help; ensure a smooth transition to other parties.
 - Engage in quality assurance with patients.
- o Create an Environment in which Patients Feel Valued and Respected
 - Follow all HIPPA guidelines, i.e. maintain strict patient confidentiality at all times.
 - Refrain from discussing patient or personal matters within patients’ hearing.
 - Maintain a composed demeanor when interacting with all patients, including those who are ill, angry, confused, or emotionally distressed.
 - Make every attempt to defuse potentially volatile situations:
 - Speak calmly and firmly, express compassion and understanding, provide constructive suggestions for resolution
 - Seek assistance from co-workers, supervisor, provider, or other appropriate person when an immediate resolution cannot be agreed upon.
 - Display ability to relate to the public regardless of ethnic, religion, and economic status.
- o Teamwork
 - Interact in a collaborative way with providers and staff, other practices and clinics, and other ancillary service and administrative departments.
 - Resolve difference in a spirit of cooperation; create solutions that benefit all parties, especially patients.
 - Recommend changes to policies and procedures to enhance Project Vida’s ability to provide optimum service to all customers.
- o Other duties as assigned.

Qualifications, Education, Requirements:

High School Diploma or equivalent

Two (2) years of front office experience preferred

Current CPR certification or ability to retain one within 30 days

Demonstrate knowledge of dental health education subjects

Ability to maintain work effectiveness in a setting with a high volume of patient activity and frequent interruptions

Ability to complete forms in an orderly and accurate fashion

Ability to use sound judgement

Possess a calm disposition and the ability to work easily with people

Ability to communicate effectively in English and Spanish is preferred

Willingness to cover night shifts

Willingness to work evenings and/or weekends

Ability to travel to different dental clinic sites as emergency coverage and/or on a rotation basis

Willingness to participate in community events such as health fairs, etc

By signing this document I am agreeing to carry out the duties specified and those that may arise to the best of my ability.

Employee Signature

Date

Supervisor Signature

Date

Please send resume to

Jazmine Roland

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