



**SUSANVILLE INDIAN RANCHERIA**  
**Lassen Indian Health Center**  
**795 Joaquin Street**  
**Susanville, CA 96130**

**POSITION ANNOUNCEMENT**

POSITION: Dental Receptionist  
DATE OF ANNOUNCEMENT: December 2, 2016  
CLOSING DATE: December 12, 2016  
SALARY: \$10.00 to \$11.04/hr DOE  
HOURS: Full Time

**GENERAL STATEMENT OF RESPONSIBILITY:**

The Dental Office Receptionist will perform a variety of functions necessary to aid the efficient clinical office operations for the Lassen Indian Health Center. This position must be sensitive to the needs of the Indian community, its culture and traditions.

**SPECIFIC RESPONSIBILITIES:**

1. Welcomes patients and visitors by greeting them in person or on the telephone; relaying calls, and answering inquiries.
2. Maximizes patient satisfaction, provider time and treatment room utilization by scheduling appointments in person or by telephone, utilizing Dentrix electronic dental records.
3. Updates patient records by obtaining necessary information (checking eligibility, insurance coverage, updating address or any other basic registration information); updating information on RPMS System, make copies of pertinent information for patient chart, C.H.S. office and Billing Department.
4. Prepares for next business day by printing patient list, calling patient to confirm appointments; printing health insurance summaries; pulling charts and checking eligibility of Medi-cal patients using P.O.S. service.
5. Initiates registration of patients on first visit by issuing necessary forms to be completed by patient; assigning a patient registration number; entering new patient's information to RPMS; and referring patient to Contract Health Services to determine whether the patient is eligible for the Contract Health Services and/or possible alternate resources (Medi-cal, Medicaid, etc. If patient is Indian to qualify for C.H.S.)
6. Ensures medical record availability by routing records to medical department and to other authorized staff; uses chart location system.

7. Provides dental record information by answering questions and requests of patients, staff, law firms, insurance companies; and government agencies with P & P guidelines.
8. Initiates patient transportation requests for dental appointments by inquiring whether transportation is needed; checking and booking transportation schedule; and completing Transportation Aid's transport form.
9. Attempts to collect revenue from patients who do not qualify for Direct Service and have no other alternative resources (i.e. Medical, CMPD) by informing them of their financial obligation per Billing Department.
10. Maintains patient confidentiality and protects clinic operation by keeping information confidential; following release of information protocols.
11. Helps patients in distress by responding to emergencies.
12. When requested will provide coverage for the Dental Office and act as Dental Assistant, providing there is adequate front office coverage or previous arrangements have been made.
13. Contributes to team efforts by assisting other front office staff when requested. Also contributes to the team effort by participating in the Susanville Indian Rancheria's Facility wide performance improvement plan.
14. Other duties as assigned.

**QUALIFICATIONS:**

1. Must possess High School Diploma or GED equivalent.
2. Minimum of one year office experience and/or training.
3. Computer experience required.
4. Knowledge of Dental Coding preferred.
5. Excellent customer service skills in face-to-face and telephone interactions
6. Must have complete understanding of the Patient Confidentiality Act.

7. Knowledge of overall billing process, ability to prepare billing related to documents for processing; running insurances.
8. Ability to type 25 wpm or better.
9. Must have the ability to be at work on time every day.
10. Ability to sit for long periods of time and keyboard for long periods of time.
11. Ability to work with Indian community.
12. Ability to learn new information quickly and accurately.
13. Ability to interpret policies and procedures to patients and public in a friendly and professional manner.
14. Ability to follow organization's chain of command and employee performance expectations.
15. Knowledge of Native American eligibility preferred.
16. Preference will be given to Native Americans (42 CFR 36.221).