

Klamath Health Partnership

Job Description and Responsibilities



Position: Dental Intake Specialist

Salary Range: \$
Status: Non-Exempt
Reports to: Medical Records Coordinator
Location: Klamath Open Door

The Dental Intake Specialist is responsible for interviewing incoming patients or representatives. The Dental Intake Specialist must enter information required for patient admission into the electronic health record on time to be consistent with clinic registration procedures.

Key Responsibilities

- Answering phone calls, taking patient or representative messages, scheduling appointments, and calling patients in for sooner appointments when needed.
- Greet patients as welcomed guests to our office, following office guidelines for efficient check-in.
- Interviewing patients to obtain and record name, address, age, income, emergency contact information, and provider that they are requesting to see. Processing individual or commercial insurance companies for payments.
- Contact insurance company to verify patient coverage and obtain information concerning the extent of benefits.
- Explain clinic regulations such as hours, payment of accounts, and schedule of charges.
- Schedule office appointments according to office guidelines.
- Confirm appointments and reschedule appointments when necessary.
- Monitor no-shows and cancellations.
- Perform other duties as assigned.

Desired Knowledge, Skills, and Abilities:

- High school diploma or general education degree; or one to three months' related experience and/or training; or equivalent combination of education and experience.
- Have the ability to carry out detailed but uninvolved written or oral instructions.
- Have the ability to deal with problems involving concrete variables in standardized situations.
- Have the ability to read and comprehend simple instructions, short correspondence, and memos.
- Possess knowledge of modern office equipment, systems, and procedures.
- Apply general rules, regulations, and policies to specific work situations.
- Possess the tact necessary to deal effectively with patients, physicians, and employees.

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Accommodations

The physical demands described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is expected to work one of the following shifts, Monday through Friday, 7:00 a.m. – 4 p.m., 8:00 a.m. – 5:00 p.m., 08:30 a.m. – 05:30 p.m. or 09:00 a.m. – 6:00 p.m. and will be called upon to work extended hours and Saturdays from time to time. While performing this job's duties, the employee is regularly required to walk, talk, bend, lift, carry, write, and hear. The employee frequently must stand, walk, sit, and use hands to finger, handle or feel. The employee must occasionally lift and/or move up to 25 pounds. This job's specific vision abilities include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

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Employee Position Description Acknowledgment

I have received a position description or summary of the duties I am to perform. I understand what my duties entail and affirm that I possess the requisite knowledge, skills, abilities, experience, and education to perform the duties described. I can perform them with or without reasonable accommodation. I understand that jobs and duties are subject to change from time to time, as Klamath Health Partnership, Inc., its Board of Directors, Executive Director, or my immediate supervisor deem necessary. Thus, I may be required to perform duties other than those listed and my job may change over time.

Unless otherwise approved and established by my immediate supervisor, I am scheduled to work one of the above shifts at any given time, Monday through Friday. I understand that I am expected to report to work as scheduled, on time, prepared to start work, and will remain at work for my entire work schedule. I am responsible to avoid late arrival, early departure, or other disruptive absences from scheduled hours as far as practicable. My schedule will be prearranged by my departmental supervisor based upon the operational needs of Klamath Health Partnership, Inc., and in keeping with its core mission. I realize that staffing needs and operational demands may necessitate variations in starting and ending times, leave requests, as well as variations in the total hours that may be scheduled each day and week. I will seek guidance from my supervisor or the Human Resources Specialist for clarification of all scheduling questions, requests, and guidelines.

I understand that this position description is not a pledge of continued employment in this or any other job for any specific period of time or under any specific circumstances or conditions. This position description does not change the terms and conditions of the at-will employment relationship explained in the corporate policy handbook.

Employee Signature

Date

Human Resources Generalist

Date

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