

# Klamath Health Partnership

## Job Description and Responsibilities



### **Position: Dental Intake Specialist**

**Salary Range:** \$  
**Status:** Non-Exempt  
**Reports to:** Dental Front Office Manager  
**Location:** Klamath Open Door Dental

#### **Summary**

The Dental Intake Specialist is responsible for interviewing incoming patients and completing the dental check-in process. The Dental Intake Specialist is responsible for appointment scheduling, patient payments, and timely and accurate collection of dental patient demographic and insurance information.

#### **Essential Duties and Responsibilities**

- Answer phone calls, take patient or representative messages, schedule appointments, and call patients in for sooner appointments when needed.
- Greet patients as welcomed guests to our office, following office guidelines for efficient check-in.
- Interview patients to obtain and record name, address, age, income, emergency contact information, and provider that they are requesting to see. Process individual or commercial insurance companies for payments.
- Contact insurance companies 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:**

- 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.

#### **Qualifications/Requirements:**

- High school diploma or general education degree; or one to three months' related experience and/or training; or equivalent combination of education and experience.
- Experience in a dental clinic or front office environment, preferred.
- Bilingual, Spanish-speaking, preferred.
- CPR/First Aid/BLS certification, preferred.

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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, 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.