

**PATIENT SERVICES REPRESENTATIVE
(DENTAL RECEPTIONIST)
074**

DEPARTMENT: Community Services/WAMAC

NATURE OF WORK:

Performs responsible clerical work and customer service in a dental clinic, including carrying out varied and complex procedural support within a dental clinic. Work is performed under limited supervision of the WAMAC Business Manager with incumbent planning, carrying out assigned duties, and resolving problems of a procedural nature.

ESSENTIAL FUNCTIONS OF JOB:

Greets all patients and visitors and directs them to appropriate services or source.

Acts as telephone receptionist; screens and takes messages as necessary and answers questions within context of policies and procedures with contact sometimes of a difficult nature.

Requests or pulls charts from main file room and verifies that proper forms, office visit documents, logs, and labels are present.

Maintain system for conducting patient intake, prescreening, triaging, treatment prioritization, scheduling of clinic appointments, referral to external dentists, and follow-ups. Coordinates these tasks with other staff and volunteers as appropriate.

Makes appointments for dental clinic via telephone and over the counter.

Obtains factual information from citizens or potential clients.

Enters data on computer. Files correspondence, lab reports, clinic forms, etc., both in patient medical records and in general files.

Order supplies as directed by supervisor.

Schedules clinic hours for staff dentist and volunteer dentists for the office.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Maintains policies and procedures and other pertinent forms and documents for the dental program.

Coordinates dental patient care as needed (i.e., charting, prescriptions, follow-up appointments, reminder calls, etc.).

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed at the Olde Towne Medical Center in a dental clinic setting. Operates standard office equipment and dental office equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of standard office practices and procedure, equipment, and clerical techniques in a medical setting, medical and dental terminology, and telephone triage.

Knowledge of general office computer software and associated equipment. Ability to operate general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned.

Knowledge of grammar, punctuation, spelling, and arithmetic.

Ability to proofread, research files, and logically organize information.

Ability to work under pressure and meet deadlines.

Ability to independently apply and carry out policies and procedures within assigned areas of responsibility.

Ability to maintain moderately complex records and ensure their confidentiality.

Ability to make mathematical computations with accuracy.

Ability to communicate both orally and in writing.

Good critical thinking and problem solving skills.

Ability to schedule and coordinate professional and lay volunteers.

Ability to work well with people from diverse backgrounds, including professionals, office staff, board members, lay volunteers and patients.

Ability to function in collaborative, transdisciplinary manner with staff and others at Olde Towne Medical Center.

MINIMUM QUALIFICATIONS:

High School diploma or equivalent, and two years of experience in general clerical work or one year in a dental or medical setting; experience as a dental assistant or dental office receptionist is preferred, or any equivalent combination of education, training, and experience providing the knowledge, abilities, and skills cited above.

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title Patient Services Representative, Dental Receptionist Position Number 074
Department Community Services Division WAMAC

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answering telephone, radio, or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with others
- _____
- Not essential to job function

2. Hearing/Listening:

- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input type="checkbox"/> Other: _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift		✓						✓	
Push/Pull			✓				✓		
Hold/Carry		✓						✓	

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Step stool | <input checked="" type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Other 10 steps _____ |
| <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function | <input type="checkbox"/> Not essential to job function |

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand	✓						✓		
Sit		✓					✓		
Walk	✓							✓	
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

<u>Transmission</u>	<u>Standard</u>	<u>Automatic</u>	<u>Multi-Gears</u>
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			