



# Dental Receptionist 1

## Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) is responsible for assisting the medical/dental department in the proper management of patient flow, including answering calls, scheduling appointments, and assisting patients.

## Responsibilities

Greets and welcomes patients as soon as they arrive at the clinic.

Registers and checks in patients and alerts Medical Assistants/Dental Assistants of their arrival.

Constructs charts for all new patients completes patient demographic and other information, and color codes charts as appropriate.

Collects copay, coinsurance, or patient balances and provides receipts.

Ensures reception area and clinic are tidy and presentable throughout the day.

Coordinates patient flow, keeping patients informed of expected wait times as necessary.

Retrieves and files all charts for daily appointments, reviewing charts for accurate patient information and insurance and billing information.

Files all incoming correspondence (including x-rays) in patient charts and documents all outgoing documents upon receipt.

Answers written requests for dental records or x-rays.

Responsible for scheduling all appointments, confirming next day's appointments, and rescheduling as needed.

Other duties as assigned

## Requirements

Excellent written and verbal communication skills

Ability to work independently and as part of a team

Ability to receive and respond to feedback

Ability to keep information confidential

Strong interpersonal and problem-solving skills

Time-management and organizational skills

Perform the job with professionalism and good judgment

Competency in NextGen and Athena preferred

High school diploma or GED (required)

One (1) year of front office or customer service experience (preferred)



## Dental Receptionist 2

### Job summary

We are looking to hire a personal front office [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) to ensure that our Dental patient's appointments are appropriately scheduled, rescheduled, or canceled depending on the needs of the patient the front office Dental receptionist's responsibilities include entering patient information onto our data system, answering patients questions, follow and record incoming and outgoing Lab cases. Also, promote online reviews and patients' positive feedback on their experience with our team.

To be a successful front office Dental Receptionist, you should be able to organize and maintain patients waiting for areas and front desk areas. ultimately a top-performing front-office [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) will perform all duties in a manner that ensures the efficient running of dental practice by communicating with the rest of the team. promoting the brand and technologies and services we provide for our patients.

### Responsibilities

- Greeting and welcoming patients to the practice
- Assisting patients in filling out information forms and obtaining consent forms
- Communicate with dental insurance providers
- Verify methods of payments I'm collecting the appropriate payments as needed
- Promote the office brand, encourage positive feedback, and respond to the reviews online
- Office events planning and social media updates

### Requirements

- Six months of office experience, dental office experience is a plus
- Knowledge of dental insurance and dental terminology and Proficiency in dental practice management software (dentrux)
- Exceptional telephone etiquette and customer service skills
- Professional appearance and friendly upbeat attitude is a must

## Dental Receptionist 3

### Job summary

We are seeking a [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) to join our team! This position is responsible for performing a variety of reception, clerical and billing duties; such as; answering and screening phone calls and taking messages, scheduling patient appointments, checking in patients, obtaining billing information, providing patient account assistance, and maintaining and filing dental charts.



## Responsibilities

Schedules appointments; maintains appointments books

Calls to remind patients of appointments assists patients with appointment times, times of operation, and other information

Greets and reassures patients

Assists patients in filling out information for registration, letters, dental records, insurance forms, inter-clinic communication

Checks current patient information regarding address, phone number, change in insurance status

Advises patients of status regarding waiting time to see provider

in the absence of an outreach Worker provides medical assistance information and forms to patients if identified with a fee code

Uses standard office equipment, e.g. copier, 10 key, fax, Envoy/credit card, and computer

Files charts, cards and reports

## Requirements

High School Diploma or equivalent

Graduation from an accredited, state-approved Administrative Dental/ [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) program or equivalent training or experience, including dental terminology

At least 1 year of previous experience in dental reception work

Ability to be an effective team member

Ability to type 30 wpm

Excellent oral and written communication skills in English

Dental terminology

Computer literacy

Excellent Customer Service Skills

Ability to work well with others, especially during peak stress times

## Dental Receptionist 4

### Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) is responsible for performing front office functions including telephone activities, patient appointment scheduling, patient registration, computer data entry, collection of payments, and maintaining patient records systems in a manner that promotes quality



patient service.

## Responsibilities

Greet clinic patients and visitors as appropriate, which includes checking in all patients by entering patient data into the computer system. Ensure the accuracy of all data including income, address, and insurance verification.

Follow established procedures for opening and closing the clinic each day.

Collect patient fees and provide patients with receipts.

Access and update patient information in Electronic Practice Management (EPM) and Electronic Dental Record (EDR) computer system as required.

Schedule patient appointments ensuring efficient use of provider time and the appropriate care for patients according to HealthPoint procedures. Also, schedule follow up appointments for patients, confirm patient appointments, arrange for interpreters and answers and screens backline telephone calls, take messages, and direct them to appropriate staff.

Maintain effective communication with back office staff and providers as needed to appropriately "work in" additional patient visits on providers' schedules.

Balance cash, prepare and make daily bank deposits, and close at the end of the day.

Receive and distribute incoming fax communications.

Prepare outgoing mail.

Maintain reception work area and waiting room.

Follow established procedures for opening and closing the clinic each day.

Attend staff meetings, and in-service meetings, and participate in agency committees and task force activities.

## Requirements

High School Diploma or equivalent

Beginning level of Word, Excel and Outlook required.

## Dental Receptionist 5

### Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) is, generally, the first point of contact for a patient seeking care in a dental clinic and shares responsibility with other staff for providing a satisfying experience for patients and other customers. The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) fields a wide range of questions about the operations of a clinic facilitates the process of appointing the patient for care and collects payments for non-covered services at the point of service. To a large degree, the efficient use of resources in a dental clinic is determined by the effectiveness of scheduling patients. The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) is the position where the day-to-day execution of the clinic's scheduling process takes place.



## Responsibilities

Interacts positively and professionally with patients and other customer contacts, both in person and through phone communications.

Understands operations of the clinic and policies and procedures of the company to effectively, accurately, and completely provide information to and obtain information from patients and other contacts.

Takes and relays messages requiring follow-up to appropriate persons.

Is knowledgeable about and behaves in a manner consistent with the company's patient service expectations/standards.

Schedules patient appointments using principles and protocols to productively schedule and maintain efficient provider schedules. Appointment lengths need to be varied based on the treatment being done. Often a patient will be treated by 2 providers in the same visit. This integration of provider schedules needs to be as seamless as possible for the patient.

Exercises sound judgment, consistent with established guidance from provider's parameters, in determining the urgency of a patient's need to be seen by a provider and in scheduling appointments. When unclear, seeks assistance from care staff.

Takes initiative to contact patients potentially available with short notice to fill open time in provider schedule.

Contacts patients to confirm future appointments.

Contacts and facilitates scheduling of treatment with staff or contracted specialty providers according to guidance from the general dentist. Notifying patients of co-payments coordinates the transfer of appropriate information to the referral provider and provides the necessary information to the patient.

## Requirements

High School diploma or GED

Graduate of a formal training program in medical reception, an equivalent program, or a customer service program

Two years experience as a medical or dental receptionist, or medical/dental insurance processing

Two years experience in a customer service position

One year experience using data look-up and data entry functions on PC-based computer system

One year of customer service experience either via telephone or in-person within the last five years

Demonstrated ability to organize work under pressure

Demonstrated ability to function with multiple priorities and interruptions

Excellent oral communication skills

Excellent written communication skills

Experience working in a dental clinic

## Dental Receptionist 6



## Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) receives visitors or patients, ascertains their needs, and directs them accordingly. Answers telephones, make appointments, and performs other related reception area duties. Adheres to the Corporate Compliance program, by reporting improper or unethical conduct, and violation of applicable laws, regulations, or program requirements.

## Responsibilities

Greets visitors and patients, determines their needs, checks appointments, and directs the person accordingly.

Answers questions and provides information directly to the person or on the telephone, based on knowledge of the Center, department, policies, procedures, and regulations.

Secures all necessary information and documents including sign-in sheets, obtaining dental chart, encounter form, etc.

Answers telephone calls using proper protocol.

Reschedules patients' appointments and notifies patients of any changes in appointments.

Properly records "No Shows" and updates scheduler system information.

Immediately refers any "Walk-In" patients to dental triage, if they present with severe or unusual symptoms or complaints.

Assures all communications and transactions with patients and visitors are conducted in a mature, calm, sensitive, and respectful manner.

## Requirements

High School Diploma, GED, or equivalent training, and experience

Prior [dental receptionist](https://100hires.com/dental-receptionist-job-description.html) experience preferred

Ability to perform multiple tasks

Basic math and computer skills

Bilingual English/Spanish preferred

Pleasant phone manners and professional appearance

Excellent customer service skills

## Dental Receptionist 7

## Job summary

We are currently seeking a full-time Dental Receptionist.



## Responsibilities

Scheduling appointments and verifying insurance information  
Collection of payments with daily posting of encounters and closeout  
Pull and sort charts for the following treatment day  
Answer phone, provide information and take messages as needed  
Prepare and maintain waiting area for patients

## Requirements

Computer, insurance, and money handling experience preferred  
[Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) Experience Required  
Skilled in oral and written communication  
Bilingual a plus

## Dental Receptionist 8

### Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) is the first point of contact for patients and the community. This position is responsible for general receptionist duties, completing financial assessments, and preparation of patient charts.

## Responsibilities

Performs general receptionist duties including greeting patients, answering the telephone and channeling calls, taking messages, scheduling appointments, contacting patients, and filing.  
Assesses patient fees, receives payments, issues receipts, maintains cash balance and assists with the maintenance of patient files.  
Prepares and/or develops patient charts and assigns patients to a nurse/physician. Completes filing in the chart and notifies the nurse/physician when the patient is ready to be seen.  
Provides word processing assistance including the design of forms, formatting, and preparing reports.  
Utilizes and maintains an organized office operation that includes a comprehensive filing system of correspondence, patient records, and inventory.  
Translates or assigns staff to translate for clinical staff when needed in both verbal and written materials.  
Other duties as assigned.



## Requirements

High School diploma required.

Associate's degree in [Administrative Medical Assistant](#)

[href="https://100hires.com/administrative-medical-assistant-job-description.html">Administrative Medical Assistant</a> preferred.](https://100hires.com/administrative-medical-assistant-job-description.html)

Appropriate experience may be substituted for minimum education requirements.

Experience in a medical office preferred.

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### Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) is responsible for providing excellent customer service while performing front office duties for the clinics. This includes greeting patients in a positive and friendly manner, answering all incoming phone calls, appointment setting, updating patient information, verifying eligibility for the Health Care Cost Containment System or other patient payment sources, collecting payment from patients, and other clerical duties. The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) works as a team and is principally responsible for the first contact with patients to assure optimal patient flow. The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) reports directly to the Front Office Supervisor.

### Responsibilities

Provide excellent customer service to visitors, patients, and staff in person and on the phone.

Manages patient registration and eligibility for insurance.

Connecting the uninsured and underinsured with enrollment services.

Manages dental appointments and providers' schedules.

Collect and process accurate payments from individual patients.

Supports the organization as needed.

### Requirements

High school diploma required.

Associate degree preferred.

A minimum of three years of combined experience in customer service, patient registration, or other direct care medical or dental experience is required.

Bilingual in Spanish is preferred.





Must pass substance abuse testing upon employment and submit to random testing during employment.

Must have an updated Immunization (IZ) Record.

Must have a current (within 12 months) Tuberculosis (TB) skin report upon employment and provide an update annually.

Must obtain a CPR Card within ninety (90) calendar days of employment and maintain a valid CPR card during employment.

## Dental Receptionist 10

### Job summary

The [Dental Receptionist](https://100hires.com/dental-receptionist-job-description.html) acts as the first point of contact for the office.

### Responsibilities

Initiate and carry out administrative functions associated with Dental Clinic staff and patients. Perform/oversee a variety of receptionist and clerical duties related to the treatment of patients, checking patients in/out, updating patients' records, and scheduling patients' appointments.

Develop and maintain methods to control and evaluate the quality and effectiveness of the work services provided.

Recommend and advise the [Dentist](https://100hires.com/dentist-job-description.html) and Hospital Administrators on problems related to collaborative service efforts and provide appropriate plans for resolution.

Participates in departmental planning for budgetary requirements and accountability.

Collaborate with hospital administration and Dentists to develop policies and administrative procedures for the clinic.

Participate in Six-Sigma process improvement initiatives.

Monitors patient flow and maintains contact with clinical staff regarding miscommunication in all aspects of providing dental care.

Collaborate patient scheduling plans with dental staff; coordinate and schedule patients for treatment.

Responsible for dental patient records; maintains files, audits files for the treatment plan and appropriate charging.

Coordinates materials and supply inventory; assists staff in tracking purchases.

Partner with Dentists to conduct regular staff meetings.

Interface with clinic staff, and IT technical support for regular software upgrades and troubleshooting.

Prepare financial figures for the weekly and monthly reports as required.

Responsible for weekly and monthly activity and budget statistics.

Coordinate price changes with Hospital Administrators and Hospital Billing Supervisor.

Submit and monitor work orders for any physical technology-related issues.



## Requirements

Recent dental practice experience in a role where the candidate has demonstrated the ability to manage routine dental care issues- preferred

2 years of experience in insurance claim submission and payment receipt. Practical knowledge of dental services, basic rules and regulations-preferred

Strong computer and organizational skills

Proficient oral and written communication skills

Must be able to read, write & speak English to effectively communicate

Associate degree or higher from an accredited college or university-preferred

Current American Heart Association Basic Life Support (BLS)