



Fair Haven Community Health Clinic

Job title	Dental/Patient Access Representative
Reports to	Dental/Practice Manager

Job purpose

The Patient Access Representative is an administrative team member who provides the highest level of customer service to patients ensuring efficient, professional and friendly access to the Fair Haven Community Health Center. The Patient Access Representative supports patient care as a front line contact for patients, meeting their needs directly, facilitating their connection to their Care Team, and enhancing patient care through answering calls and scheduling appointments.

Duties and responsibilities

- Creates a welcoming environment by greeting all patients, visitors, and staff with a smile
- Innate ability to maintain a pleasant demeanor during stressful situations
- Keeps composure while assisting frustrated patients
- Takes initiative to resolve patient concerns by clarifying their complaint, determining the cause of the complaint, selecting and explaining the possible solution to resolve the complaint, and follows through to ensure adequate resolution
- Excellent listening and critical thinking skills
- Superior attention to detail and manage multiple priorities in a fast-paced environment with frequently changing responsibilities.
- Requires minimal supervision
- Checks in patients, collects, records, and verifies all demographic information and accurately inputs into EPIC and Dentrix computer system.
- Ensure patients complete Dental Consent and History Form
- Obtains and verifies patient primary and secondary insurance coverage
- Prepare claim forms for patients w/Dental Insurance
- Organize supporting materials for claim forms, such as radiographs or written narratives
- Assist in resolution of problems w/third party payers
- Submit and Follow up treatment plans for predetermination of benefits/Prior Authorizations
- Performs cashier functions, verifies and collects patient deductible, co-payment and or co-insurance amounts and collects applicable plan benefits
- Verifies and informs patients of outstanding balances and current charges
- Facilitates the timely collection of encounters and review for completeness
- Makes financial arrangements with patients before treatments
- Confirm the next day's appointments according to protocol
- Manage recall and inactive patient system
- Arrange patient charts and radiographs for the next day's appointments
- Track cases and referrals to and from other providers
- Facilitates the smooth flow of patients through dental sessions
- Ensures that waiting room and front desk area is clean and litter free
- Follows FHCHC safety policy by checking in all visitors and informing the appropriate FHCHC staff
- In conjunction w/Dental Practice Manager, coordinates and organizes dental/hygienist schedules to ensure adequate support staff and coverage
- Must demonstrate a thorough knowledge of dentistry and dental procedures
- Clerical Work
- Scan documents into the patient's EHR.
- Assist with other administrative tasks, as needed and directed by the Dental Practice Manager.
- Positively contribute to Fair Haven Community Health Center
- Ensure patient confidentiality and safety.

- Treat patients with dignity and respect.
- Adhere to all Health, Safety and Infection Control Protocols.
- Demonstrate excellent communication skills (verbal and written).
- Provide the highest level of customer service and culturally competent care.
- Engage in performance improvement activities and act as an agent of positive change by looking for innovative ways to improve processes.
- Positively represent FHCHC to internal and external clients.

Perform other necessary duties as required by FHCHC to achieve the goal of providing excellent primary health care in a Patient Centered Medical Home.

Qualifications

- Working knowledge of dental billing and insurance protocols
- Quick and Accurate data entry to present treatment plans in a short time frame
- Excellent customer service and leadership skills
- Strong critical thinking and problem solving skills.
- Good interpersonal skills to maintain effective rapport with patients, staff members and community
- Knowledge/Interest in providing care to diverse patient population
- Ability to multi-task efficiently
- Excellent computer and typing skills
- May include occasional unscheduled travel from site to site
- Bi-lingual fluency in English and Spanish (oral and written) including strong knowledge of medical terminology
- Efficient telephone communication and call handling skills

Technical Qualifications

- High School Diploma/GED.
- 2+ years' general dentistry experience required
- Customer Service experience required.
- Multi-line phone experience required.
- Experience with an Dental EMR (Dentrix and/or Wisdom)
- Competency in basic computer software applications and associated office equipment required

Direct reports

None

OSHA Status

Category III—Low Risk Position

Generally works in an office environment with no exposure to bloodborne pathogens

Physical requirements

Physical Demands: Requires walking, bending, sitting, standing, writing, reading, telephone use, data input into computer, pulling medical records,

Mental Demands: Ability to cope with continual changing priorities under potentially stressful conditions

Manual Dexterity Required: Ability to use a keyboard, telephone.

American with Disabilities Requirements

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

Employee Signature:	
Date:	
Supervisor Reviewed:	