

## Job Description

### Greeter

**Reports to:** Business Team Leader

**Compensation class:** Hourly non-exempt

**Uniform:** Per department guidelines

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**Summary of Position:**

The Greeter is responsible for welcoming patients into the practice. This person must be able to work in a fast-paced, team setting and is responsible for seeing that procedures are followed.

**Duties:**

- Take responsibility for seeing that all procedures are followed with minimum supervision including:
- Greet patients and make them feel welcome in our office.
- Utilize the patient check in system (confirm patient has arrived by marking off schedule on paper and on the Dentrix system). Verify patients address, phone numbers and insurance are current. Contact clinician if patients wait to long (>10 minutes).
- Answer telephone, screen calls appropriately, take messages and answer inquiries.
- Check the answering service for messages following any interruptions in the daily schedule (i.e. staff meetings). The daily opener will check for messages upon opening of the building.
- Follow up on or delegate to appropriate party all messages received.
- As schedule changes occur in the workday, notify employees involved so they can change the day's schedule in the operatories.
- Scan the patient insurance card and drivers license in to the Dentrix system. Willingly and cheerfully assist patients with insurance questions. If not able to answer questions, contact Insurance Coordinators.
- Organize and maintain all file systems for quick retrieval information.
- Pull and file all necessary patient folders and patient records for the next 3 day's schedule. Update as changes in the schedule arise.
- Pull patient files and print routing slips four business days in advance and as needed.
- File records, x-rays, and schedules.
- Prepare new patient folders and obtain signed HIPAA forms.
- Utilize the new patient forms.
- Maintain appropriate supply of patient forms and all office forms. Utilize Master Forms binder for original copy.
- Order pamphlets and keep stocked.

- Produce duplicate x-rays when needed for referral letters and patients transferring to another office. When patients are transferring, take responsibility for inactivating patient file and treatment plans and process with “Deletes”.
- Maintain work area in a tidy fashion and straighten the reception area throughout the day.
- Prior to end of day (1/2 hour) prepare lobby for next day and throughout day as necessary.
- Maintain patient rest rooms and stock supplies as needed.

### **Required Skills:**

- Limited knowledge with dental claim forms, dental terminology and ADA codes.
- Good typing skills (25 wpm)
- Use of computer and/or calculator. Ability to add, subtract, multiply and divide without errors.
- Writing Letter composition skills. Legible handwriting for notations in the patient chart.
- Operation of multi-line phone system.

### **Desired Characteristics**

- Good interpersonal skills to maintain effective rapport with patients, dentists and other staff members, and community.
- Effective verbal skills.
- Pleasant telephone voice and good persuasion skills.
- Tactful.
- Flexible and willing to take the initiative.
- Problem Solver.
- Be an active participant in staff meetings.

### **Physical Requirements:**

- This job requires unavoidable contact with latex. Even if latex gloves are not used by you, there is always latex in the environment which will trigger an allergic response in certain individuals.
- Physical Aptitudes “Light Work”: Sitting, standing most of the time while using machines. Must attain precise limits, tolerances and standards. Average ability necessary in: finger dexterity: make precise movements with fingers, hands manipulate small objects accurately manual dexterity: move hands easily, skillfully move hands in placing, turning motions motor coordination: coordinate eyes, hands, finger accurately and quickly.
- Physical Abilities Frequency in hours per week: occasional =<12 hours., frequent= 13-24 hrs, constant= >24 hours (sit, stand= frequent) (lift, carry, push, pull=constant)( stoop=occasional)( reach=frequent)( handle, finger, feel =frequent)( talk, hear, see =frequent)