

Dental Centre

REACH Community Health Centre, Vancouver, BC.

Position: Dental Receptionist

Positions: 1

FTE: Casual

Posting Close: February 16, 2018

Compensation: Includes salary, sick time, and benefits.

Context:

REACH Dental Clinic is committed to providing a comprehensive range of oral care services of the highest quality to all its patients. We strive to educate all our patients who receive treatment at our centre. Our goal is to deliver excellent service in a friendly and welcoming environment to each and every patient who comes through our doors.

REACH Dental Centre has been a leader in the field of dentistry for over 45 years and remains committed to social responsibility, seeking out eco-friendly options and digital alternatives. We are a social enterprise and receive no government funding. Thus, we rely on fees and private financial donations to do the work we do.

POSITION SUMMARY

The Dental Receptionist is accountable to the Dental Manager.

SPECIFIC RESPONSIBILITIES

Reception

1. Answers incoming calls, makes appointments for clinical providers, takes and relays messages and books appointments for referrals.
2. Schedules appointments in accordance with the dental clinics policy and procedures.
3. Schedule follow up appointments and reschedules appointments as necessary. Fills cancellations and no show openings.
4. Reviews and explains treatment plans and gives detailed estimates to clients.
5. Calls patients to conform the following day's appointments.
6. Advise clients if and when account balances need to be settled.

Dental Records

1. Ensures that all appropriate forms are completed prior to client receiving service. Scans and attaches forms to dental charts.
2. May need to assist clients completing required forms. Confirms that forms are fully and properly completed, signed and/or initialed.
3. Places dental record in appropriate provider box.
4. Maintains the recall system.

5. Maintains and keeps current all dental records and the dental filing system in a prescribe manner and in accordance with BCDA standards.
6. Ensures and protects client confidentiality by keeping information and dental records secure at all times.

Administration

1. Records “no shows” appointments in the patient’s e-chart.
2. Updates patient information such as address and phone numbers.
3. Receives payments for dental services; records and balances cash and receipts daily.
4. May assist with month end reconciliation and tabulating monthly statistic.
5. Determines and confirms insurance coverage, checks coverage for following day, including pre authorizations, explains costs and insurability to patients and assists with billing.
6. Requests signed insurance forms
7. Performs clerical and typing duties, provides secretarial support to the providers and Dental Manager, including faxing, referrals, correspondence and minutes.
8. Sorts and processes mail for the dental clinic.
9. Maintains the reception area in a professional manner that clean, tidy and free from clutter.
10. Assists in the orientation and training of new personnel.
11. Performs other related duties as assigned by the Dental Manager and or Front desk Coordinator.

CONTRIBUTION TO TEAM AND CENTRE ACTIVITIES

1. Participates actively in staff meetings and board committees.
2. Participates in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
3. Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others.
4. Collaborates well with others, promotes cooperation and teamwork.
5. Participates in REACH’s commitment to becoming discrimination free and an inclusive health centre and promotes a healthy lifestyle.
6. Maintains the reputation and confidentiality of the health centre and its clients at all times.
7. Adheres to all applicable REACH policies and procedures.

QUALIFICATIONS

1. Completion of Grade XII and Dental reception course.
2. At least one year experience as a dental receptionist.
3. Demonstrated experience working with computers and familiar with dental software programs and Microsoft Office applications.
4. Ability to establish and maintain effective working relationships with diverse individuals and groups.
5. Ability to function and work cooperatively a member of an interdisciplinary team.
6. An understanding of and critical analysis of the determinants of health and social factors, such as power dynamics that affect individual, organizational and community health.
7. Experience working in a value based non profit or social services organization.



8. Excellent communication (oral and written) and interpersonal skills and the ability to multi task in a fast paced environment.
9. Ability to work independently and collaborate effectively in a team environment.
10. Ability to speak languages other than English an asset.

Submit resume to Maria Botero, Dental Manager (MBotero@reachcentre.bc.ca).
We are grateful for your interest but only candidates selected for an interview will be contacted.

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