



## Job Announcement

**Position Title:** Dental Front Office Clerk  
**Department:** Dental  
**Position Reports to:** Dental Office Manager  
**Status:** Full-Time, Union

**Position Summary:** Position requires excellent customer service skills with patients, employees, and the public, including but not limiting to: offering friendly, courteous, and confidential assistance to every patient to ensure that the patient has a positive experience while at Clinica Romero. Assist with the provision of quality services in the areas of scheduling, patient flow, information and clerical tasks. Individual must also be flexible, organized and must be able to manage a demanding workload with accuracy. In addition, supports Clinica's Mission Statement and complies with the all policies and procedures of the Organization.

### Responsibilities:

- Welcomes and greets patients as they come in to Clinica Msr. Oscar A. Romero's Dental Department.
- Assist patients with questions and direct them to proper departments or personnel.
- Register patients for all appointments including Walk -Ins utilizing Clinica's EMR system
- Obtains, updates and modifies patient's demographic data in person or by phone, including but not limited to: patient's address, phone number, demographics, migrant status, SOGI status, homeless status, proof of income, family size and income etc.
- Initiate billing forms and interview patients for eligibility determination of various programs that are part of the financial screening process.
- Maintains familiarity with various types of Medi-Cal, Health Plans and other programs.
- Verifies and prints eligibility for all Medi-Cal/ Manage Care patients and other programs by utilizing the appropriate web portals.
- Scans pertinent patient information into EMR including patient identification cards, benefit cards, eligibility verification printouts, etc.
- Performs daily reminder calls to patients for their upcoming appointment and documents telephone call in EMR.
- Audit medical record for accuracy and completeness, note deficiencies and refer for appropriate follow up and completion.
- Assist patients or family members with completion of varied registration forms.
- Initiate new patients' record number and chart.
- Prepares EMR charts for clinic services one day before.



- Utilizes Microsoft Outlook for all incoming emails, confirms and timely responds to emails from Supervisor and other departments.
- Conducts daily review and provides response in a timely manner to all incoming WELL app messages, Epic In basket messages & referrals, as well as afterhours calls messages pertinent to Dental Department.
- Collecting co-payments, including cash, checks, and credit cards.
- Schedules appointments according to Clinica's Scheduling Guidelines and keeps up with any new scheduling needs and changes.
- Adheres to Clinica's Petty Cash P&P, completes a daily reconciliation form, and submits all monies (cash and/or credit card receipts) to immediate supervisor for review.
- Answers incoming calls, take messages, transfer calls and provide information to other departments upon request.
- Assist in the completion of data for department reports.
- Translates for patients when necessary
- Assist with rescheduling patients anytime we have provider call outs
- Assist in the training of new personnel.
- Completes assignments by the end of the scheduled shift.
- Seek out additional duties to promote continuity of operations.
- Demonstrate a positive, can do attitude in responding to employee and patients' needs.
- Attends In-Services and/or trainings.
- Assure timeliness of services to patients and looks after their comfort while on premises.
- Operations of standard office machines.
- Required to travel from site to site.
- Required to participate in the outreach program.

### **Observes CMOAR Appearance/Dress Standards.**

- Observe regulations on time card use and reporting.
- Maintain attendance as a policy.
- Maintain a clean and safe work area.
- Observe general Safety/Employee Health policies and procedures.
- Maintain a current annual health screening.
- Observe CMOAR Appearance/Dress standards.
- Maintain the privacy and confidentiality of both client and employee with regard to medical records.
- Display clearly visible identification.
- Treat all patients with respect and dignity and adheres' to the Patient Bill of Rights.
- Treats all employees with respect and dignity in accordance to non-discriminatory policy and procedure.
- Treat all employees/clients in a courteous and professional manner.
- Conduct only work related conversations when clients are waiting for service.
- Do not discuss other staff members, policies, problems or medical care in public areas of clinic.



**Qualifications/Requirements:**

- High school graduate or equivalent. Dental Billing experience/ training in a medical office or similar setting.
- Background in Dentistry is a must
- Typing and computer skills. MS Excel / EPIC experience preferable.
- Ability to communicate effectively, verbal and written; work without close supervision, detail oriented and well organized.
- Work in team-oriented environment, and work well under deadlines.
- Previous experience in a community clinic setting, billing and/or collections a plus.
- Bi-lingual English and Spanish.
- Ability to handle multiple tasks and work in a busy environment.

**CLINICA MSR. OSCAR A ROMERO IS AN EQUAL OPPORTUNITY EMPLOYER**