

# Job Announcement



**Position Title:** Dental Patient Services Representative

**Department:** Clinic

**Supervises:** None

**FLSA:** Non-Exempt

**Reports To:** Dental Director

**Effective Date:** 9/16

**Written by:** Human Resources Department

**Approved by:** CEO

**Mission Statement:** It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

## General Summary:

The Dental Patient Services Representative (DPSR) is responsible for registering and processing patients for appropriate appointments and services, including, but not limited to scheduling and canceling appointments; and verifying eligibility for specific programs and services.

## Summary of Essential Duties:

- Registers and processes patients for appropriate appointments and services, including, but not limited to: scheduling and canceling appointments; and verifying eligibility for specific programs and services.
- Responding to patient inquiries
- Schedules appointments
- Makes reminder calls for scheduled appointments
- Makes recalls for patients needing follow-up medical care
- Intakes & outtake of patients
- Conducts financial screening of patients, insurance or other medical coverage verification.
- Assists in opening/closing clinic
- Internals and Externals referral processing, scheduling, and follow up
- Telephone outreach to patients on managed care list
- Encounters billing for Managed Care and HMO contracts
- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics

**Job Specifications:** *(Knowledge, skills, abilities and experience normally required for competent performance)*

### Education and Knowledge

- High School Diploma or equivalent required
- Vocational training in Office Administration, preferred
- Medical terminology, a plus
- Demonstrate knowledge of safety, infection control & emergency policies and procedures

### Experience

- Must have minimum 1 – 2 years office experience, preferably in a dental clinic setting
- Must have minimum of 2 years or more clinical experience as a Dental Patient Services Representative
- Bilingual English/Spanish preferred
- Knowledge of NextGen Electronic Health Record (EHR) system

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## Skills and Abilities

- Must be able to communicate effectively, in English and Spanish, both verbally and written
- Must be familiar with filing systems and medical terminology
- Computer Literate
- Type 40 wpm
- Ability to handle multiple phone line

## **Licensure and Certifications**

- Current Basic Life Support (BLS) preferred

**TO APPLY:** Send cover letter & resume to Human Resources at [hr@scfhc.org](mailto:hr@scfhc.org) or fax to (323) 432-4877

**Deadline: Open until filled**

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>