



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

OPEN: 04/24/23
UNTIL FILLED

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: DENTAL OFFICE CLERK

RESPONSIBLE TO: Dental Front Office Supervisor

SALARY: Step Range: 8 (\$33,895) – 27 (\$59,435); Full Benefits

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, Oregon

BACKGROUND: P.L. 101-630

POSITION OBJECTIVES

This is a Dental support staff position. The primary purpose is to schedule patient appointments and provide clerical and other activities in support of the Klamath Tribes Dental Clinic. Routine duties shall include providing health care related services to individuals eligible for services provided by Klamath Tribal Health & Family Services in homes, schools, clinics, alternate job sites and other community locations within the Klamath Tribes' Service Unit.

MAJOR DUTIES AND RESPONSIBILITIES

1. Perform receptionist duties for the Klamath Tribes Dental Clinic. This includes receiving/greeting visitors and clients; receiving and relaying incoming telephone calls in a pleasant professional manner; answering routine and procedural inquiries personally and referring other matters to the supervisor and/or appropriate staff members. Required at all times demonstrate above average customer service.
2. Observe the waiting room to ensure that patients are not missed and monitor patient waiting time.

3. Appropriately schedule appointments and block out non-available times for providers utilizing the Next Gen System; follow all established procedures and guidelines to ensure providers appointments are accurately reflected on the schedule.
4. Verify treatment plan appointments making confirmation of appointment calls to the patient the day before the appointment.
5. Maintain call lists of patients waiting for appointments who can be contacted should an appointment slot becomes available. This includes a "quick call list" of patients who are able to fill last minute cancellations and no shows.
6. Review patient chart to ensure it is in order; check to verify treatment plan is completed and signed; log into the chart the main reason for the visit. Assure proper parental/guardian consent and that the parent/guardian/family member is present prior to treatment of a minor.
7. Pull and deliver, on a daily basis, charts for same day patient appointments and walk-in dental visits. Perform an analysis on all returning dental records for completeness. If information is missing or incomplete, the dental records and/or patient encounter form is returned to the provider for completion. After analysis is completed file patient charts in their proper location within the records room at the end of each day.
8. Perform an analysis on all returning dental records for completeness; check for codes and signatures. Return chart to provider for completion if information is missing or incomplete the dental records and/or patient encounter form. After analysis is completed file patient charts in their proper location within the records room at the end of each day.
9. Account for all Encounter Forms on schedule and deliver to Business Office by the end of the following business day.
10. Assist in referral process by inquiring on patients' insurance benefits and managed care plan via the Oregon Health Plan (OHP) Automated System or OHP AIS web-site.
11. Mail weekly reminders for patient appointments.
12. Perform a variety of clerical duties including, but not limited to filing, photocopying, and maintaining various records, type/create forms, memos, letters and reports from rough draft.
13. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

The immediate supervisor is the Dental Front Office Supervisor. Work is normally assigned in terms of objectives to be achieved with standard procedures to be used. The employee carries out detailed instructions given on assignments. Work is reviewed by the supervisor from draft through final. Employee seeks guidance on unusual or difficult matters.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of Current Dental Terminology (CDT) coding.

Knowledge of record management.

Skill and ability to operate a computer/word processor in order to accomplish assignments in a proficient manner. Must have excellent data entry skills. Emphasis will be on accuracy and attention to detail.

Ability to use and operate Windows and electronic scheduling programs.

Average knowledge of grammar, spelling, and punctuation skills.

Knowledge of proper format for letters and other documents, in accordance with instructions.

Knowledge and ability to establish and maintain an effective filing and record management systems.

Ability to communicate orally and in writing. This person should be able to express her/himself in a clear and concise manner for the purpose of correspondence, providing reports, and obtaining information or conveying messages between clients and other staff members.

Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload.

Must demonstrate customer service skills; including excellent public and interpersonal relationship skills. This person should be able to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to perform work and accomplish tasks in accordance with established policies, procedures, practices, and priorities of the office. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA, and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to have a minimum of one (1) year experience and/or training in general office, dental office or secretarial field.
- **REQUIRED** to have extensive experience in computer/word processing; specifically Microsoft Word.
- **REQUIRED** to acquire and maintain BLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to be fully vaccinated against the COVID-19 virus or have a valid medical or religious exemption as a term and condition of employment.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Experience with electronic healthcare systems preferred.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603
jobs@klm.portland.ihf.gov

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.

Employee Signature

Date

Supervisor Signature

Date