



**NURSING & HOMEMAKERS INC.**

[www.nhihealthcare.com](http://www.nhihealthcare.com) 416-754-0700 1-800-567-6877

# Dental Administrative:

## Dental Office Manager

This individual is responsible for the day-to-day operations of the dental office and undertakes a broad spectrum of tasks in fulfilling this important role. Busy healthcare environments demand specific office management skills and a special type of professional to carry these out.

### General Purpose

Dental Office managers perform a wide array of tasks to ensure the proper functioning of an office, ensure the efficient running of the dental office in accordance with established procedures and protocols.

### Main Job Tasks and Responsibilities

- respond efficiently to patient and doctor needs and inquiries
- ensure the delivery of quality dental care to patients
- resolve patient issues in accordance with company policies and procedures, healthcare regulations and dental board standards
- manage patient scheduling and direct patient traffic flow
- present treatment plans to patients
- organize and present financial arrangements to patients
- arrange payment schedules with patients
- oversee the processing of dental claims
- coordinate with dental insurance companies to ensure claims are paid
- manage specialist referral process
- recruit and select office staff to meet operational requirements
- train, develop and performance manage staff to meet performance standards
- determine staff schedules and ensure operational standards are met
- manage employee relations and make certain staff have the necessary resources and support
- monitor and maintain the office budget



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## Main Job Tasks and Responsibilities (cont'd)

- organize and oversee supply purchases, equipment upgrades and operations expenses
- complete administrative functions including bank deposits, revenue posting, staff payroll and invoice processing
- oversee collections and accounts receivable
- write business correspondence and reports
- run and analyze management reports
- support marketing and promotion initiatives
- maintain patient data according to regulations and company policies
- ensure that records are stored securely and in compliance with privacy and security regulations
- take responsibility for the appearance and functionality of the office
- maintain facilities and equipment in accordance with hygiene and safety regulations including OSHA

## Education and Experience

- Bachelor's Degree or College Diploma preferred
- management or supervisory experience, preferably in healthcare
- knowledge of dental terminology
- knowledge of dental office procedures
- knowledge of accounting and administrative principles and procedures
- knowledge of insurance plans and claims processing
- knowledge of Dentrax or similar software often required
- knowledge of MS Office



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## Key Competencies

- communication skills
  - planning and organizing
  - problem analysis and problem solving skills
  - judgment and decision-making skills
  - integrity
  - team work
  - customer service orientation
- .....

## Dental Receptionist

Attend to patients on the phone and in person. Co-ordinate and organize appointments and administration to facilitate the efficient running of the dental office.

## Main Job Tasks and Responsibilities

- greet patients
- register new patients according to established office protocols
- assist patients to complete all necessary forms and documentation
- verify and update patient information
- inform patients of dental office procedures and policy
- move patients through appointments as scheduled
- enter all relevant patient information into data system
- maintain and manage patient records in compliance with privacy and security regulations
- answer and manage incoming calls
- respond and comply to requests for information



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## Main Job Tasks and Responsibilities (cont'd)

- schedule patient appointments
- confirm upcoming appointments and recalls according to office protocol
- check daily appointment schedule
- arrange patient charts for next day appointments
- fill in cancellations and no-shows
- organize referrals to other medical specialists
- dispatch lab work appropriately
- collect and receipt payments from patients at time of treatment
- inform patients of financial treatment plan options
- arrange payment schedule with patients
- prepare and mail billing statements
- prepare claim forms for dental insurance
- arrange supporting documents for insurance claims
- sort and distribute incoming and outgoing post
- monitor and maintain inventory of dental office supplies
- update patient education materials
- maintain a professional reception area
- safeguard patient privacy and confidentiality

## Education and Experience

- general education degree or college diploma
- knowledge of dental terminology, procedures and diagnosis
- knowledge of computer and relevant software applications
- knowledge of general administrative and clerical procedures
- working knowledge of dental insurance



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### **Key Competencies**

- communication skills
- information collection and management
- planning and organizing
- accuracy
- customer service skills
- team work
- initiative
- adaptability
- confidentiality

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## **Treatment Coordinator**



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