

DENTAL CLINIC CLERK SERIES

| <u>Code No.</u> | <u>Class Title</u> | <u>Occ. Area</u> | <u>Work Area</u> | <u>Prob. Period</u> | <u>Effective Date</u> | <u>Last Action</u> |
|-----------------|-------------------------|------------------|------------------|---------------------|-----------------------|--------------------|
| 0762 | Dental Clinic Clerk I | 12 | 445 | 6 mo. | 11/15/09 | Rev. |
| 0763 | Dental Clinic Clerk II | 12 | 445 | 6 mo. | 11/15/09 | Rev. |
| 4729 | Dental Unit Coordinator | 12 | 445 | 6 mo. | 11/15/09 | Rev. |

Promotional Line: 15

Series Narrative

Employees in positions allocated to this series perform a variety of patient-related dental support functions such as establishing and maintaining dental charts, completing treatment related forms, dental assisting including chairside, transcribing/reviewing dental staff/student notes and orders, and collecting/posting all forms of patient payments. They assist in and/or coordinate arrangements for patient treatment such as clinical and medical test appointments, and for efficient space utilization for the clinical phases of dental student instruction. They maintain the master schedule for the proper rotation of dental students and/or dental assistant trainees through the required clinical phases of their academic instruction. This position is patient centered for service and satisfaction as well as financial responsibility. Monitoring the accuracy of the patient accounts and patient demographic information in the patient management system are part of these responsibilities. They serve as an essential link between their assigned dental care unit and various services and staff.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Dental Clinic Clerk I

0762

Employees at this level work in an assigned dental patient unit of a dental clinic performing routine clinical and clerical functions related to the delivery of patient services.

A Dental Clinic Clerk I typically –

1. completes treatment forms and documents to assist with the progression of care of patients
2. verifies treatment forms and records for completeness and appropriate signatures; locates and/or monitors the location of dental charts; may receive, post and allocate patient payments
3. answers, screens, and routes telephone inquiries; receives, records, and transmits messages from various departments concerning patient treatment
4. prepares summary reports, as requested; establishes new files and maintains existing files and records system
5. performs routine dental assisting tasks and responsibilities
6. may post and/or verify patient account payments received via mail from third party payers or patients or through direct interaction with the patient
7. may provide point of contact inquiries, concerns and solutions related to patient's services and account issues
8. cash handling responsibilities
9. assists in gathering of data for financial reporting and statistical analysis
10. performs other related duties as assigned

Level II: Dental Clinic Clerk II**0763**

Employees at this level work in an assigned dental patient unit of a dental clinic performing a full range of clinical and clerical functions related to the delivery of patient services. They may be responsible for training assigned clerical personnel. As required, perform duties of Dental Clinic Clerk I.

A Dental Clinic Clerk II typically –

1. codes, stores, and retrieves information concerning a patient's dental treatment record either manually or via a computer information system
2. schedules appointments and consultations for patients; schedules business appointments for staff
3. responds to routine questions from patients and their families, and the dental staff and students
4. orders clerical supplies and, upon request, clinical supplies, monitors supply levels and usage
5. performs routine dental assisting tasks and responsibilities
6. assists faculty and staff in the orientation of new employees, students, and staff to the procedures of the unit
7. receives, posts and allocates patient payments
8. performs other related duties as assigned

Level III: Dental Unit Coordinator**4729**

Employees at this level direct and coordinate ancillary services for the entire dental clinic operation. They supervise Dental Clinic Clerks or other personnel involved in student scheduling, patient treatment, and patient flow through the clinic.

A Dental Unit Coordinator typically –

1. is responsible for maintaining, reviewing and evaluating the system of records management and procedures regarding the progress of dental care treatment for all patients at the dental clinic
2. serves as the liaison between the dental clinic staff, faculty, students and dental patients to insure timely patient care in conjunction with student's completion of required clinical phases of instruction
3. assists the administration in developing and/or reviewing clinical policies, standards, and methods of operation in the clinical and university/college environment
4. maintains effective procedures for inventory control of the dental clinic equipment
5. supervises support staff assigned to department
6. selects, trains, evaluates, disciplines and recommends termination of Dental Clinic Clerks; assigns and plans work for those levels
7. receives, posts and allocates patient payments
8. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Dental Clinic Clerk I****0762**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. **One year (12 months)** experience:
 - (a) Certified Dental Assistant in a dental clinic facility, program, or in dentistry practice if required by employing institution

OR

- (b) credit for college/ university course work and/or training in dental care, health care related areas, or closely related medical/dental areas

15 semester hours = six (6) months

30 semester hours = twelve (12) months

OR

- (c) customer service/management in a medical/dental setting

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of dental techniques, terminology and practice
2. Working knowledge of computers and basic business software
3. Ability to keyboard and enter data
4. Word processing, spreadsheets, etc.

Level II: Dental Clinic Clerk II**0763**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. **One year (12 months)** of experience:
 - (a) comparable to that performed at the Dental Clinic Clerk I level of this series

OR

- (b) Certified Dental Assistant in a dental clinic facility, program, or in dentistry practice if required by employing institution

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of dental techniques, terminology and practice
2. Written and oral communication skills
3. Interpersonal skills
4. Working knowledge of computers and basic business software
5. Ability to keyboard and enter data
6. Word processing, spreadsheets, etc.

Level III: Dental Unit Coordinator**4729**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. **Two years (24 months)** of experience comparable to that performed at the Dental Clinic Clerk II level of this series
2. Certified Dental Assistant in a dental clinic facility, program, or in dentistry practice, if required by employing institution

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of dental techniques, terminology and practice
2. Written and oral communication skills
3. Interpersonal skills
4. Ability to supervise
5. Ability to perform independently
6. Working knowledge of computers and basic business software
7. Ability to keyboard and enter data
8. Word processing, spreadsheets, etc.