



Job Description

Job Title:	Clinical Staff Employee	Prepared by:	Dean, CDM
Unit:	College of Dental Medicine (CDM)	Reviewed By:	Director of HR
Reports To:	Clinic Manager	Approved By:	Dean, CDM
FLSA Status:	Non-Exempt	Date:	June 1, 2009

Summary

Under general supervision, coordinates, oversees, and/or performs a wide variety of clinical and program support activities for the College of Dental Medicine (CDM) clinic and for related, centralized duties related to clinic activities. Performs clinic activities including, but not limited to, scheduling, accounts receivable, accounts payable, inventory, sterilization, general maintenance of the clinic, practice management, imaging and clinical software. This individual will work closely with the CDM faculty, residents, other administrative and clinical staff, and report directly to the Program Director and/or Clinic Manager. May serve on a variety of committees.

Responsibilities

1. Responsible for answering calls (new patients, current patients, emergencies, referring healthcare providers, etc.) regarding clinic operations and either handle or direct caller to the appropriate individual.
2. Schedules clinic appointments and enters information into a computerized schedule
3. Develops and implements scheduling protocol with faculty, residents, interns and clinical staff.
4. Organizes, stocks and orders clinic supplies for the College as needed
5. Operates standard clinic equipment.
6. Performs miscellaneous job-related duties as assigned.
7. Organizes and assists in planning of College clinic-related events.
8. Greets and directs patients
9. Collects payment from patients and reconciles daily cash report.
10. Updates patient information in practice management software
11. Verifies insurance
12. Gathers, enters, and/or updates data to maintain clinic records and databases in an efficient, organized and confidential manner; establishes and maintains files and records for the clinic. This will include, but is not limited to, files and records for all College clinical activities, faculty, staff, residents and interns.
13. Meet with prospective faculty, residents, interns and sales representatives regarding clinic related activities.
14. Assist with all functions of the clinic administration and patient recruiting effort for the College, specifically:
 - a. Prepare and mail correspondence
 - b. Assist in updates, innovations, and maintenance of the patient web site
 - c. Complete extensive follow up work, i.e. phoning, letter writing and emailing to prospective patients
 - d. Work with the administrative assistant to schedule interview dates for prospective students/residents with the Admissions Committee
15. Assist other College and/or University staff as needed.
16. Coordinates the day-to-day clinical operations and works with faculty, residents, interns and staff to establish and continually update clinical policies and procedures.
17. Resolves scheduling conflicts and maintains clinic patient flow.
18. Monitor clinic compliance with quality assurance, HIPPA and OSHA guidelines and makes arrangement for implementation.
19. Ensures that clinic equipment is maintained in adequate working order and schedules appropriate maintenance.

Skills

1. Working knowledge and experience in clinical dentistry. Some orthodontic experience is preferred.
2. Working knowledge and experience with dental practice management software.
3. Must type 45 WPM.
4. Working knowledge and experience using Microsoft Office software.

5. Excellent written and oral skills.
6. Well organized.
7. Pleasant and professional customer service skills.

Work Conditions

1. Work is primarily indoors, but requires the incumbent to be in an outdoor environment when traveling between Henderson campus buildings, off campus, and to USN campuses and facilities located outside Henderson, NV.
2. Standard office hours are 8:00 a.m. to 5:00 p.m.
3. Performing duties and attending events during the evening and on the weekend occurs occasionally and may be required.
4. Traveling off-campus to a local, state, regional and/or national event, as well as travel to other USN campuses or facilities (e.g. South Jordan, Utah) occurs occasionally and may be required.
5. Incumbent may be exposed to frequent noise caused by telephones, office machines, and nearby oral communications among University personnel and/or students/residents.

Required Physical Abilities

1. Ability to bend, stoop, reach, stand, move from one area of the building to another on a regular basis, sit and use a computer for a long period of time,
2. Manual and physical dexterity needed to operate a computer keyboard and handle paper documents.
3. Sufficient near vision acuity to read information appearing on computer display screen, in hand-written forms, and printed on paper,
4. Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
5. Ability to lift and carry a stack of forms and documents weighing up to 15 pounds.

I have read the above position description and have received a copy.

Employee Signature

Date