

Range: 24
Hours: 8
Week: 40
Months: 11

**SHASTA-TEHAMA-TRINITY
COMMUNITY COLLEGE DISTRICT**

JOB TITLE: Dental Hygiene Clinic Assistant

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To perform a wide variety of responsible clerical support duties in the day-to-day operations, programs, and activities within the Dental Hygiene Program Clinic. Employees in this classification receive general supervision within a framework of standard policies and procedures. Employees in this classification train, supervise, and direct the students in the Dental Hygiene Program. This job class exercises responsibility for record keeping of patient information, student clinic documents, and financial records using both electronic and manual data processing methods. This job class requires a high degree of communication skills, organizational skill, and initiative. This job class exercises independent judgment in the application and follow through of established front office clinic procedures and health privacy practices for patient records.

SUPERVISOR: Dean of Health Sciences and University Programs or designee

TYPICAL DUTIES: Essential and Marginal function statements and other important responsibilities and duties may include, but are not limited to, the following:

- Serves as receptionist, answers telephones, provides information to public, takes messages and/or refers callers to appropriate faculty or students. Schedules appointments for patients and processes check-out of clinic patients at front desk.
- Assists students in scheduling appointments; record keeping, obtaining referral information for scheduled patients; furnishes required clinic forms, and assists students in completing electronic data processing and patient chart records.
- Prepares, processes, and tracks patient forms ensuring that all necessary data and information is obtained; develops forms, worksheets, and record keeping systems for the maintenance of required information.
- Advises students regarding professional front office standards, how to communicate with private practice dentists in the area, and helps students recruit appropriate patients for clinic appointments.
- Checks and evaluates student progress in electronic charting and paper recordkeeping for patient management.
- Disseminates clinic information to students, patients and the public by telephone, website and correspondence.
- Creates clinic schedules each semester for student rotation as clinicians and assistants in the dental hygiene clinic; coordinates outside rotation schedule with dental providers in the community.

Typical Duties (continued):

- Processes and logs patient referrals for students by fairly and equally assigning patients to students in the program.
- Establishes, maintains and updates a variety of records, logs and filing systems.
- Schedules and bills patients using dental hygiene practice software.
- Maintains accurate financial records related to patient payments.
- Supplies business office with accurate financial deposit records.
- Types required correspondence and reports.

Marginal Functions:

- Assists in all office support functions as required.
- Performs other related duties similar to the above in scope and function as required

EMPLOYMENT STANDARDS:

Knowledge Of:

- Rules, regulations, and interpretations of front office patient privacy standards.
- College and community agency services and resources available to students and patients.
- Office methods, practices, and procedures including information systems and electronic data processing.

Ability To:

- Communicate and relate effectively with students, patients, faculty, staff, and community dental practices that refer patients to clinic.
- Must be able to lift and carry up to 20 pounds. Sitting and hand manipulation most of the day.
- Work within time limits and deadlines, prioritizing work load and tasks to meet established time lines.
- Learn and interpret rules and regulations of health care privacy practices in the Dental Hygiene Clinic setting.
- Gather, compile, organize, and evaluate information accurately; maintain accurate office records, charts and files.

- Type accurately at a rate required for successful job performance; operates a variety of standard office equipment such as word processor, calculator, copier, scanner, computer and printers.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

EDUCATION/EXPERIENCE:

- At least two years of college or equivalent; AA degree preferred
- Directly related experience may be substituted for education.
- Experience in meeting and dealing with the public is desirable