



MATTHEW 25 HEALTH AND DENTAL CLINIC

Dental Receptionist

COMPANY

Our Mission: We are inspired by the Gospel to provide free primary healthcare services to uninsured, low-income residents in Northeast Indiana and Northwest Ohio.

Matthew 25 is the only full-time clinic in Allen County offering medical, dental, and prescription services at no cost to patients. Matthew 25 is a volunteer-driven health practice that has over 450 volunteers including physicians, dentists, nurses, front desk personnel, phone operators, hygienists, and patient assistance processors. There are 32 staff members.

Matthew 25 receives no governmental monies and depends entirely on gifts from individuals, churches, organizations, and corporations, as well as grants from foundations.

JOB DESCRIPTION

We have an immediate need for a full-time receptionist in our dental clinic to provide professional healthcare services to underserved, uninsured adults (18+). This person's main task is to check in dental patients and prepare their charts.

RESPONSIBILITIES

- Determines patient eligibility by reviewing income and residency.
- Operates telephone to answer, screen, or forward calls while providing information, taking messages, or scheduling appointments.
- Greets patients entering establishment, determines nature and purpose of visit, and checks them in or directs or escorts them to specific destinations.
- Answers inquiries and provides information to the general public, patients, visitors, and other interested parties regarding Matthew 25's Dental Clinic.
- Hears and helps resolve complaints from patients.
- Files and maintains records.
- Logs dental volunteer hours and patient counts.
- Takes, accepts and writes receipts for payments on dentures, partials, and other outsourced labwork.
- Scans and updates patient information.
- Sends automated reminders of appointments.
- Updates patient's records when needed.
- Helps patients in filling out all necessary paperwork.
- Provides information about the clinic, such as location and hours of the clinic, how to become a patient, or services provided.
- Receives payment and records receipts for services.
- Aids in training new volunteers as well as helps them resolve issues or questions that arise.

- Aids in the screening of patient eligibility for establishment.
- Assists the Dental Clinic Coordinator, as needed.

REQUIREMENTS

- Experience as receptionist or in related field
- Be available to work occasional evenings
- Proficient with computers
- Strong organizational skills
- Good bedside manner
- Excellent attention to detail
- Team player
- Flexible

PREFERRED

- Experience with Dentrix
- Bilingual

BENEFITS

- Full-time is considered 40 hours
- No Weekends
- 9 paid holidays off
- PTO time accrued monthly
- Health insurance offered
- Free dental care provided
- 403(b) Qualified Retirement Plan offered
- Office closed Christmas Eve through New Year's Day

REPORTS TO: Dental Clinic Coordinator

FSLA STATUS: Non-Exempt