

CLASSIFICATION SPECIFICATION

Patient Information Specialist

FT/PT Class Code: 4053, 4553 Pay Grade: B/C 08 FLSA: Non-Exempt Rev. 07/01/14

SUMMARY STATEMENT: An incumbent is responsible for providing administrative support and for maintaining organized and functional patient information, treatment flow, and documentation in the Wilmington Campus Dental Health Center.

NATURE AND SCOPE:

A class incumbent reports to the Dental Center Manager and is responsible for managing patient flow and patient records in the Dental Health Center. An incumbent completes accurate data documentation and analysis of patient care and performs computerized data entry of student treatment data. An incumbent must effectively interact with patients to assure understanding of the dental treatment process, in addition to interacting with students, dentists, faculty, and staff.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Manages patient flow by coordinating communication for patients and scheduling appointments.
2. Collects monies for treatment in accordance with cash control procedures.
3. Provides information to patients and assures their understanding of the dental treatment process.
4. Analyzes, processes, and maintains patient eligibility and financial status records.
5. Performs computerized data entry of Dental Health Center data. Ensures appropriate documentation is maintained.
6. Maintains liaison with the larger health community, including dentists and physicians regarding medical conditions and referrals, health agencies, and dental laboratories.
7. Directs students in filing, typing, patient scheduling and communication. Assists students in finding patients that meet criteria needed toward graduation.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of dental, medical, or other technical terminology.
- ◇ Knowledge of medical record formats.
- ◇ Knowledge of College cash control procedures.

KNOWLEDGE, SKILLS, AND ABILITIES, cont'd:

- ◇ Skill in compiling, analyzing, and recording data accurately.
- ◇ Good interpersonal and communication skills.
- ◇ Ability to read, apply, and explain rules, regulations, policies, and procedures.
- ◇ Ability to communicate effectively, both orally and in writing.
- ◇ Ability to verify the accuracy of information, resolve discrepancies, and follow-up on outstanding activities.
- ◇ Ability to compile reports from records/files.
- ◇ Ability to elicit and provide routine information.
- ◇ Ability to collect, compile, and interpret materials from a wide variety of sources.

MINIMUM QUALIFICATIONS:

- ◇ Associate's degree in a relevant field.
- ◇ Two (2) years of relevant experience to include experience in the medical/dental field, or other equivalent combination of education and experience.