Rose Dental Group
Patient Liaison Job Description

Job Title: Patient Liaison  
Location: North, Round Rock or South

Reports To: Practice Manager  
Supervises: N/A

FLSA Status: Non-Exempt  
Department: Administrative

Prepared By: Diontha Fancher  
Prepared Date: 3/28/2013

Approved By: Christy Ferreri  
Approved Date: 5/7/2013

Summary: Greet patients and serve as an initial point of contact between patients and clinical staff. Provide excellent customer service so that patients feel welcomed and appreciated with each visit.

Essential Duties and Responsibilities include the following:

- Facilitate communication between patients and clinical staff.
- Check patients in and complete new patient registration.
- Collect and scan new patient information during check-in.
- Verify patient record is up to date and accurate.
- Keep front desk area and lobby clean and neat.
- Prepare and maintain refreshments and coffee bar for front office area.
- Adhere to confidentiality, state, federal, and HIPAA laws and guidelines with regards to patient’s records.
- Sort and distribute mail.
- Other duties may be assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

High School Diploma or GED required.

Knowledge, Skills and Abilities

Demonstrate excellent customer service and communication skills.

Strong organizational skills with the ability to multi-task.

Physical Demands While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is required to interact with patients in the lobby outside of work station. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job
include ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of the Team Member so classified. This job description is subject to change depending on the business needs.

______________________________
Employee Print

______________________________
Employee Signature

______________________________
Date