

Calverley Dental Practice Receptionist Job Description

Ensure that the Reception Desk is organised in an efficient manner and patients are looked after during their visit to the practice by being an ambassador and the welcoming face of the Practice.

- Answer the telephone in the prescribed manner
- Welcome all patients arriving at the practice and update their contact and medical history details
- Book and if necessary rearrange or cancel appointments on the computer appointment system in an efficient and accurate way and give appointment reminders
- Collect and record patient payments
- Discuss and clarify treatment plans
- Encourage prompt payments and chase outstanding debts according to the practice policy
- Liaise with dental laboratories and book lab work in and out
- Send out patient recalls
- Compile day sheets
- Keep the reception area and waiting room clean and tidy
- Other duties as necessary for the efficient operation of the practice (perhaps including the some of the sterilisation duties and tasks of a dental nurse when required, if the receptionist is a qualified dental nurse)
- Undergo training as may be required to develop your skills and abilities
- Attend refresher and update training for medical emergencies and CPR

