

Dental Auxillary Role Responsibilities

Our dental practice is managed so we achieve:

- Strong production
- High efficiency
- Low stress
- Happy team members
- Satisfied patients
- Growing patient base

We are successful in our goals when each team member is clear about what their responsibilities are to the practice and to each other.

"Alone we can do so little, together we can do so much."

Your responsibilities have been marked with a tick.

All discussion regarding your execution of these responsibilities is encouraged and welcome.

ALL TEAM MEMBERS

- ☐ Understand and put into practice all practice policies, philosophies, codes and systems
- ☐ Encourage, assist and support team members in the execution of their responsibilities
- ☐ Enthusiastically receive direction from superiors
- ☐ Accept and provide performance feedback in a thoughtful and constructive manner
- ☐ To communicate effectively and extend the highest respect to all team members, superiors and visitors to the practice
- ☐ To be generous with others with your time, patience and support

Dental Auxillary Role Responsibilities

RECEPTIONIST

- ☐ Greet patients
- ☐ Register new patients according to established office protocols
- ☐ Assist patients to complete all necessary forms and documentation
- ☐ Verify and update patient information
- ☐ Inform patients of dental office procedures and policy
- ☐ Move patients through appointments as scheduled
- ☐ Enter all relevant patient information into data system
- ☐ Maintain and manage patient records in compliance with privacy and security regulations
- ☐ Answer and manage incoming calls
- ☐ Respond and comply to requests for information
- ☐ Schedule patient appointments
- ☐ Confirm upcoming appointments and recalls according to office protocol
- ☐ Check daily appointment schedule
- ☐ Arrange patient charts for next day appointments
- ☐ Fill in cancellations and no-shows
- ☐ Organise referrals to other medical specialists
- ☐ Dispatch lab work appropriately
- ☐ Collect and receipt payments from patients at time of treatment
- ☐ Inform patients of financial treatment plan options

Dental Auxillary Role Responsibilities

RECEPTIONIST

- ☐ Arrange payment schedule with patients
- ☐ Prepare and mail billing statements
- ☐ Prepare claim forms for dental insurance
- ☐ Arrange supporting documents for insurance claims
- ☐ Sort and distribute incoming and outgoing post
- ☐ Monitor and maintain inventory of dental office supplies
- ☐ Update patient education materials
- ☐ Maintain a professional reception area
- ☐ Safeguard patient privacy and confidentiality

Dental Auxillary Role Responsibilities

DENTAL ASSISTANT

- ☐ Nursing duties to support the dental provider in the provision of dental care to
- ☐ patients
- ☐ Establish and maintain all infection control processes for the surgery and steri-room
- ☐ When necessary, support in reception processes such as phone answering, managing
- ☐ patient enquiries, appointment scheduling and processing of patient payments
- ☐ When necessary, assist in the training of newer staff members
- ☐ Collect, keep and maintain all patient records with patient confidentiality as paramount
- ☐ Shared responsibility to keep the practice neat and clean
- ☐ Shared responsibility of putting the garbage and recycling bins out for collection every week
- ☐ and bring in the bins to the back of the premises the following day
- ☐ Adhere to all Appearance, Behaviour and Customer Service Policies as set out by
- ☐ management
- ☐ Build, maintain and further develop respectful, trusting and caring relationships with all
- ☐ colleagues
- ☐ Build, maintain and further develop respectful, trusting, helpful and nurturing relationships
- ☐ with all patients
- ☐ Enthusiastically contribute to the establishment and implementation of new and revised
- ☐ processes and systems
- ☐ Be pro-active in discovering new and better methods of caring for our patients and team-
- ☐ members
- ☐ Be supportive and encouraging to all team members in their personal and business endeavours

Dental Auxillary Role Responsibilities

PRACTICE MANAGER

The position of Dental Practice Manager exists to ensure that the management of the practice fully supports the delivery of quality clinical care by the practitioners.

The Practice Manager is accountable for the provision of expert management services to the dental practice.

Specifically, the Practice Manager will be accountable to the practice for:

- ☐ The performance of staff other than practitioners
- ☐ The organisational review and personnel management of the dental team
- ☐ Carrying out a range of clerical, technical and professional activities
- ☐ Provision of accurate and timely financial data
- ☐ Development of organisation systems to maximise productivity in the workplace
- ☐ Development of business plans to meet the objectives of the practice and its principals
- ☐ Maintenance of the assets of the practice
- ☐ Continuous review of the operating environment of the practice
- ☐ Public Relations and marketing

Dental Auxillary Role Responsibilities

PRACTICE MANAGER

Skills & Knowledge

The Practice Manager is expected to have demonstrated achievement or capability in the following areas:

- ☐ A broad understanding of the requirements of a small to medium business
- ☐ Ability to communicate verbally and in writing
- ☐ Leadership and team-building experience
- ☐ Ability to devise and review systems for operational efficiency and control
- ☐ Skills in accounting and business reporting
- ☐ Knowledge of relevant legislation
- ☐ Knowledge of employment conditions
- ☐ Commitment to continuing education
- ☐ Decision-making competence

Dental Auxillary Role Responsibilities

PRACTICE MANAGER

Financial Performance

- ☐ Development and maintenance of systems of accounting for all monies earned by the practice and expended by the practice, and allocation to principals as appropriate (if applicable to the practice)
- ☐ Preparation of meaningful and timely financial reports as required by the principals.
- ☐ Preparation of statutory reports and accounts.
- ☐ Provision of payroll services to the practice
- ☐ Maintenance of records
- ☐ Collection of debt
- ☐ Training of staff as appropriate

Productivity

Development and maintenance of systems, including appropriate measurement, for:

- ☐ Staff performance
- ☐ Fee recovery
- ☐ Purchase and use of consumables
- ☐ Provision of services to the practice
- ☐ Hours of operation
- ☐ Types of services provided by the practice
- ☐ Return on investment, etc.
- ☐ Undertake analysis of business issues and make decisions, give comments and/or make recommendations as appropriate

Dental Auxillary Role Responsibilities

PRACTICE MANAGER

Business Planning

- ☐ In consultation with the Principals, determination of goals and objectives for the practice
- ☐ Preparation of budgets and annual plans to meet the objectives of the practice and the Principals
- ☐ Reporting against plan to Principals at determined intervals
- ☐ Development of staff competencies in line with plan requirements
- ☐ Develop strategies for change and growth

Asset Maintenance

- ☐ Development and maintenance of equipment registers, including depreciation schedules
- ☐ Schedule and ensure routine and non-routine maintenance of equipment
- ☐ Advise on purchase and replacement of equipment, and methods of funding
- ☐ Advise on and arrange appropriate insurances for continuation of the business.

Authorities

The Practice Manager will have the following authorities:

- ☐ Assign tasks and designate task types as appropriate to non-clinician staff
- ☐ Approve annual leave and long service leave
- ☐ Hire temporary replacement staff
- ☐ Approve training programs for subordinates
- ☐ Recommend on purchase of capital equipment

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PRACTICE MANAGER

Operating Environment

- ☐ Maintain knowledge of and comply with government legislation and regulation
- ☐ Maintain knowledge of and comply with contractual obligations of the practice
- ☐ Maintain knowledge of and comply with any relevant industrial award
- ☐ Maintain knowledge of impending changes to the political, economic, legislative and physical environments of the practice
- ☐ Develop appropriate strategies for change
- ☐ Advise Principals as necessary
- ☐ With Principals and staff, develop and maintain appropriate Practices and Procedures for the business
- ☐ Interact with and influence a range of contacts at all levels inside and external to the practice to provide advice, explanation or gain commitment on specific issues verbally and in writing

Staff Performance

- ☐ Recruitment, induction and training of staff other than practitioners
- ☐ Determination of the performance of these staff, including position definition, task types and task allocation in response to the needs of the practice
- ☐ Development and review of systems of staff performance appraisal and training needs
- ☐ Analysis
- ☐ Review of the performance of staff
- ☐ Development and maintenance of appropriate human resources systems
- ☐ Assistance to Principals with recruitment of practitioners