

**Job Description**

# Job Title: Dental Access and Outreach Coordinator

**FLSA:** Hourly “Non-Exempt”

**Base Salary:** $15.7795/hr ($32,821 if annualized)

**Representation:** Represented

**Department:** Dental

**Reports to:** Dental Program Manager

***The Virginia Garcia Memorial Health Center’s mission is to provide high quality, culturally appropriate healthcare to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant farm-workers and to others with barriers to receiving health-care.***

**Job Summary:** The Dental Access and Outreach Coordinator (DAOC) reaches out to and schedules appointments for patients assigned to Virginia Garcia Dental clinics for preventive and comprehensive dental care, patients with diabetes who need to establish care in a dental home, and inactive and disengaged patients requiring follow-up dental care. This position coordinates patient eligibility and assignment with CareOregon Dental and provides coordination of other membership services as needed for VG patients and as specified by the Dental Program Manager.

**Essential Duties and Responsibilities:**

* Support the dental department in meeting patient assignment and engagement performance metrics.
* Guide and educate patients in the process of establishing care at Virginia Garcia dental clinics, including the provision of specific and relevant information to patients with diabetes about the importance of oral health.
* Download and review outreach, membership rosters, and other reports as well as the patients’ electronic health record, including Health Maintenance, to determine the outreach required per VG protocol.
* Perform outreach to new and disengaged patients, as well as patients with diabetes, and schedule appointments as described by current procedures and workflows.
* Track outreach contact to patient in the electronic health record, and notify the patient’s team when follow-up by the patient’s team is required.
* Work with other dental staff and members of the dental leadership team to insure that all patients are accurately documented as VG dental patients in the electronic health record per VG protocol.
* Participate in process and systems improvement activities and trainings to insure that VG provides outstanding membership services for our patients.
* Help orient team members to outreach workflows and provide support and back up to other team members as needed.
* Assist Dental Program Manager in updating workflows.
* Provide membership outreach services for patients of assigned dental clinics and attend clinic team meetings as appropriate.
* Travel to assigned dental sites as needed.
* Perform other duties as assigned.
* Handle protected health information in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**HIPAA Requirements:**

The DAOC will have access to PHI in the course of her/his duties. The DAOC will use PHI to ensure efficient, coordinated outreach and membership services. The minimum data sets to which the DAOC needs access are the practice management and ambulatory sections of the electronic health record, reports from the electronic health record, and data from Medicaid and other patient portals and reports provided by the State and other agencies.

**Knowledge, Skills and Abilities Required:**

* Bilingual/bicultural proficiency (Spanish/English spoken and written) required
* Demonstrated excellent Customer Service skill
* Demonstrated ability to work effectively in a team environment
* High degree of confidentiality, integrity and professionalism
* Knowledge of dental terminology or ability to learn
* Understanding of the importance of oral health in overall health, particularly in relation to patients with diabetes
* Ability to read and interpret dental records and technical documents, or ability to learn
* Good organizational and time management skills
* Ability to manage competing priorities for reaching out to patients
* Excellent interpersonal, oral, and written communication skills
* Strong knowledge of Microsoft Office programs, including Word and Excel
* Commitment and alignment to Virginia Garcia’s mission, vision and values

**Education and Experience:**

* High School diploma or equivalent and five years prior experience in a healthcare or social service setting required. Additional education may substitute for years of experience.
* Prior Electronic Medical Records experience preferred.
* Valid driver’s license, reliable transportation, safe driving record and insurance coverage required.

**Behavioral Competencies:**

***Accountability***

* *Role model VG’s mission, vision, and shared values*

***Customer-Focus***

* *Listen to the voice of the customer and strive to delight them by exceeding their expectations*

***Teamwork***

* *If someone needs help, help them*

***Initiative***

* *Be innovative, apply fresh ideas, and continuously improve how you do your work*

***Confidentiality***

* *Maintain strict confidentiality and respect the privacy of others*

***Ethical***

* *Demonstrate integrity, honesty, and stewardship in all encounters at work*

***Respect***

* *Demonstrate consideration and appreciation for co-workers and patients*

***Communication***

* *Demonstrate the ability to convey thoughts and ideas as well as understand perspective of others*

**Physical Requirements:**

* Computer Use – up to 95% of the time
* Sitting – up to 95% of the time
* Bend, reach, stoop, and walk – 5% of the time
* Must be able to occasionally lift/carry up to 10 lbs.

**Working Environment/Physical Hazards:**

* Work in a well-lighted, ventilated environment
* Potential exposure to blood borne pathogens and hazardous chemicals

**Equipment Used:**

* Computer, printer
* Telephone, fax, copier, scanner

**Immunization:**

Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

***Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.***

**VGMHC is an Equal Opportunity Employer.  No person is unlawfully excluded from consideration for employment because of race, color, religion, creed, national origin, ancestry, sex, age, veteran status, marital status or physical challenges.  The policy applies not only to recruitment and hiring practices, but also includes affirmative action in the area of placement, promotion, transfer, rate of pay and termination.**

Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VG Home Location:** VG Cornelius Dental

**HR/Payroll Coding**

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| **Cost Center** | 16.66% 010 Cornelius Dental16.67% 050 McMinnville Dental16.67% 080 Hillsboro Dental16.67% 120 Beaverton Wellness Dental16.67% 206 Beaverton Round Dental16.66% 200 Newberg Dental |
| **Program** | 020 Dental |
| **Department** | 072 Enabling Services |
| **Position Code** | 331 Dental Access & Outreach Coordinator |
| **Revenue Source** | 000 Non Specific |