



NETCARE

Vacancy

Closing date: 19.10.2023

Role profile

Role title	Receptionist - Dental Assistant
Division	Netcare Primary Care Division
Location	Medicross East London
Reporting structure	Clinic Manager

Role summary

The Receptionist – Dental Assistant is responsible for answering phones, patient scheduling and registration, patient files and the casualty patient waiting area and assisting the Dentists in various capacities ranging from clinical assistance, dental-related administration as well as patient interaction across a wide spectrum.

Key work output and accountabilities

Reception management

- Ensure accuracy (quality and integrity) of information, whether existing or new, on the patient file and billing system
- Ensure professional and friendly customer service at all times
- Accountable for accurate document completion (admission & discharge)
- Deal with all customer complaints, and if not resolved, refer it to the Customer Care Team Leader
- Accountable for all banking/cash up processes as per Standard Operating Procedure
- Patient management and administration

Switchboard and telephone management

- Deal with telephonic enquiries and queries
- Answer extension within 3 rings, by identifying the company and yourself in a friendly and professional manner
- Accurately record messages in the appropriate message book and ensure that the messages are delivered
- Transfer all calls immediately and correctly
- Ensure booking is made with patient's preference of practitioner, date and time

Patient management and administration

- Greet the patient in a friendly and professional manner while making eye contact
- Determine file number and ensure correct file is drawn
- Ensure compliance to admission process as per Standard Operating Procedure
- Verify and confirm the file for accuracy and completeness and update if necessary
- Ensure that file and system information are always aligned and correct with the most recent information as per Standard Operating Procedure
- Print an MCR and ensure the correct practitioner has been selected
- Inform the patient of any outstanding balances or levies
- Validate the patient details on the applicable switch application and inform the patient if verification was not successful
- Request the patient to be seated and place the file in the designated practitioner area
- Monitor patient waiting times and keep patient informed
- Ensure that the patient is correctly billed after the visit
- Ensure that accounts are switched for all Medical Aid patients and that all outstanding monies are collected at the time of visit
- Ensure compliance to the Standard Operating procedures relating to admission, billing and cash up

Risk Management

- Ensure compliance to Company Policies & Procedures
- Adhere to the CSA (controlled self-assessment) audit standards
- Comply to all audit requirements

Handling of emergencies

- Refer patients to nursing station immediately
- Assist in transporting the patient to the nursing station if necessary
- Ensure that the patient is handed over to a nurse or practitioner
- Follow up on patient details once patient has been stabilised as per the Standard Operating Procedures

Setting up appointments for patients with specialists

- Receive request from practitioner
- Act on request
- Record details of appointment
- Confirm appointment with patient and practitioner
- Liaise with medical schemes and patients regarding available limits and patient liable amounts pertaining to treatment

Repeat script request

- Obtain the patient details
- Obtain the patients file
- Hand note and file to practitioner

People management

- Participate in monthly meetings to discuss issues and give feedback
- Compliance to uniform policy
- Ensure communication to the line manager should the staff member be absent/late for work for whatever reason

General tasks

- Ensure a smooth work flow between departments at all times
- Maintain and manage stationary stock levels
- Perform any reasonable task as instructed by the immediate supervisor

Equipment maintenance

- Sterilise all Instruments, according to protocol, ensuring infection control standards are maintained
- Oil and clean handpieces 3 x daily, according to protocol
- Oil and clean electric handpieces after each patient
- Fill, empty and clean developer and mixer bottles
- Ensure Chemistry is discarded as per Medical Waste Protocol
- Clean and autoclave instruments
- Ensure daily cleaning of the autoclave
- Load and unload autoclave
- Clean and reprocess equipment or instrumentation
- Identify problems with equipment/instruments and advise applicable person to arrange for timeous repairs/acquisition thereof

Central assistance

- Assist the Dentist with passing correct instruments and materials/consumables used on patients on request timeously and accurately
- Develop x-rays, if not using digital x-rays and load x-ray Digital Imaging plates for scanning where applicable
- Mix materials with spatula as required
- Conduct suctioning as required
- Ensure materials and supplies are packed and accessible
- Ensure and plan enough stock on hand in terms of materials/consumables to prevent shortages

- Mix amalgam and/or mixable composites/cement etc. and place in the transfer tool/s to be handed to dentist
- Prepare sterile trays; ensuring instruments

Skills profile

Education

- Grade 12
- Dental Qualification essential
- Must be registered at HPCSA as Dental Assistant

Work experience

- 2 – 3 years Dental experience
- SAP experience
- ME + experience

Knowledge

- Computer proficiency in relevant packages (Microsoft Office)
- Knowledge of medical aids

Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers. *Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

Values and behaviours

Netcare values	At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.
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	<ul style="list-style-type: none"> • Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization. • Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential. • Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding. • Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families. • Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> • I always greet everyone to show my respect. • I always wear my name badge to show my identity. • I am always well-groomed to show my dignity. • I always practise proper hand hygiene to show my care. • I always engage to show my compassion. • I always say thank you to show my appreciation. • I always embrace diversity to show I am not a racist.

Application process

Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to

pcdrecruitment@netcare.co.za

Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division within which you will be employed.

- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

