



DENTAL PRACTICE MANAGER

POSITION SUMMARY

The Dental Practice Manager provides quality care and services to patients by being responsible for overseeing the day-to-day operations of a dental practice. This individual ensures the efficient management of all administrative, financial, and clinical aspects of the practice, including managing staff, managing patient flow, and ensuring the practice adheres to relevant laws and regulations. The manager will work closely with the dental team to provide a positive and professional environment for both staff and patients.

The Dental Practice Manager reports directly to Ethne Health's Chief Dental Officer.

KEY RESPONSIBILITIES

Achieve Results

- Ensure all patients enjoy a positive experience, and are treated with the care and compassion expected.
- Ensure all patient records and related documents are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
- Affect favorable billing and collection outcomes. Ensure all patient services and billing information is collected and submitted timely and accurately.

Operational Excellence

- Ensure all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as clinic policies and procedures.

Relationships

- Develop favorable relationships with all patients. Treat everyone with respect, dignity, and compassion.
- Establish favorable working relationships with all staff members associated with clinic operations, including dental assistants, dental hygienists, dentists, and related staff.

Stewardship and Professionalism

- Uphold and consistently represent the values and mission of the organization at all times.
- Represent the organization in a highly professional manner at all times.

Leadership and Supervision

- Ensure the organization is appropriately staffed with a full complement of clinical staff. Foster a workplace that results in the development of a high performing team of professionals and staff. Ensure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.
- Personally, and at all times, uphold and ensure all associates conduct themselves at all times in a manner consistent with the organization's values, mission, policies, and expectations.



ESSENTIAL FUNCTIONS/KEY COMPETENCIES

- Able to work as a member of an interdisciplinary Care Team.
- Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among Ethne Health staff and patients, treating others with kindness and professionalism in all they do.
- Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness to learn from others.
- An ability to work independently, take initiative, and set priorities in accordance with the needs and mission of the clinic.
- Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
- Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
- Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of Ethne Health.

Practice Operations Management

- Supervise and coordinate the daily activities of the dental office.
- Ensure that the office runs efficiently and effectively, maintaining optimal productivity and quality of care.
- Manage patient scheduling, ensuring an efficient flow of appointments and minimal wait times.
- Oversee inventory management for dental supplies and office equipment.
- Implement and uphold office policies and procedures, ensuring compliance with all legal and regulatory requirements.

Staff Management

- Assists in the recruitment, hiring, training and supervision of staff, as appropriate
- Conduct performance evaluations and manage employee performance, providing feedback and professional development opportunities.
- Ensure that all staff comply with the practice's policies and adhere to professional standards.
- Manage team schedules to ensure adequate coverage and smooth office operations.

Financial Management

- Assist in overseeing the practice's finances by verifying insurance eligibility and benefits, billing, and insurance claims processing.
- Monitor and report on practice financial performance, ensuring profitability and cost-efficiency.
- Ensure proper management of patient billing and collections, ensuring that outstanding accounts are followed up appropriately.
- Work with insurance providers and patients to ensure accurate claims processing and payment collections.

Customer Service & Patient Care

- Foster a welcoming, professional, and caring environment for patients.
- Address patient concerns or complaints promptly, resolving issues to ensure high patient satisfaction.
- Manage patient relations and ensure a positive experience from check-in to checkout.
- Ensure patient confidentiality in accordance with HIPAA regulations.



Technology Management

- Oversee the practice's dental software and ensure staff is properly trained in its use.
- Ensure data security and patient confidentiality are maintained with all technological systems.

Facilities Management

- Oversees the general management of the facility (contractors, maintenance, building problems excluding security systems, wifi, phones and technology; including cleanliness).
- Awareness of and managing events taking place at clinic facilities.
- Acts as liaison between the landlord and Ethne. Point person for cleaning crew.
- Ensure the maintenance of a safe and efficient environment of care, planning and coordinating the use of space and facility resources.
- Works with the CDO to ensure compliance with OSHA, HIPAA, and other regulatory requirements. Plans yearly HIPAA and OSHA training for staff.
- Support CDO with any logistical needs, as needed.

POSITION REQUIREMENTS

Education

- Bachelor's degree (preferred).

Experience

- Previous experience in a dental office management role.
- Proficient with dental billing, insurance verification, coding, and submitting insurance claims, including Medicaid and private insurances.
- Strong leadership and team management skills.
- Proficient with dental office management software and office procedures.
- Excellent communication and interpersonal skills.
- Ability to multitask and work in a fast-paced environment.
- Strong problem-solving skills and attention to detail.
- Familiar with HIPAA and other healthcare-related compliance requirements.

Work Environment:

- Full-time position with regular office hours; some flexibility may be required.
- Annual salary: \$50k-65k
- For full-time employees, there is the option to participate in Ethne's employer sponsored benefit plan that includes health, dental, vision and life insurance.
- For full-time employees, three weeks of PTO per year in addition to major national holidays.

To apply, please email a cover letter and resume to Eunice Chay at eunice.chay@ethnehealth.org.