



**JOB DESCRIPTION: DENTAL/MEDICAL INTEGRATOR**

**EDUCATION:** High school diploma or equivalent, current Registered Dental Assistant (RDA) in good standing preferred; experience in a dental office could be substituted for education

**SKILLS:** Excellent communication and customer service skills, computer literacy, dental terminology, bilingual in English/Spanish preferred

**REPORTS TO:** Deputy CDO and Lead Clinician/Site Manager

**PHYSICAL AND MENTAL REQUIREMENTS:** See reverse

**PRIMARY DUTIES:**

- Work all referrals in Epic in the Dental work queue and schedule appointments as appropriate
- Coordinate with dental and medical leadership to develop efficient referral workflows
- Collect and maintain patient information
- Be the first contact for all OB patients needing dental care
- Participate in OB centering visits to actively get patients scheduled for a dental exam
- Coordinate same day dental visits for all Texas Health Step/Well child visits who need a dental home
- Call patients to confirm appointments and schedule follow up appointments
- Help refine dental recall system for follow up care for all dental patients
- Work with Dental Operations Assistant to develop workflows for dental staff
- No-show tracking
- Answer phones
- Comply with all regulations related to patient confidentiality
- Scan/file applicable documents

**OTHER DUTIES:**

- ability to follow oral and written instructions
- ability to establish and maintain effective and positive working relationships with patients and staff
- other duties as assigned by supervisor

**PHYSICAL AND MENTAL REQUIREMENTS:**

- visual and auditory accuracy
- shift length - 8 hours
- indoor setting
- continuous use of computer
- occasional use of calculator
- long periods of sitting
- frequent use of telephone
- frequent use of stepladder
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- occasional standing, reaching, walking, squatting, stooping, bending, climbing and twisting
- occasionally carrying up to 10 lbs
- infrequent use of personal transportation
- working in a frequently noisy environment
- continuously working in a tight area
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

**REVIEWED WITH EMPLOYEE:**

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Employee

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Supervisor

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Date

