

SAM TULLNESS

Dental Receptionist

CONTACT

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(123) 456-7890 

Detroit, MI 

[LinkedIn](#) 

EDUCATION

Associate of General Studies

Wayne County Community College

Detroit, MI

2013 - 2015

SKILLS

Paterson Eaglesoft

Insurance plans (State Insurance,
HMO/PPO)

Customer service

Microsoft Office (Excel, Word,
PowerPoint)

Telephone intake

Patient scheduling

WORK EXPERIENCE

Dental Receptionist

Dental Care Alliance / 2017 - current / Detroit, MI

- Confirmed and scheduled patient appointments utilizing Microsoft Outlook and Calendly.
- Assured the readiness of the waiting areas for each work day by discarding old waiting room materials and ordering appropriate materials every month.
- Scanned insurance approval letters onto server and notified Case Management Assistant of the scanned documents.
- Completed medical record requests (internal and external) and complete invoices as needed.
- Supported clinical and case management staff by making copies, filing, faxing, etc., as needed.
- Maintained copier and fax machine, supplies (paper, toner), etc.

Dental Receptionist

Dental Care of the Future / 2015 - 2017 / Fraser, MI

- Developed and maintained front desk forms and procedures, and assisted with administrative tasks such as copying and faxing.
- Ensures smooth patient flow by confirming all appointments in advance, then following up with patients that were running late.
- Answered telephone and scheduled appointments according to policy and patient preference.
- Receives patients and answers questions, in person and by telephone; responds to inquiries of patients and others and refers, when necessary, to the appropriate person, official or department.
- Performed patient collections, Covid screening, treatment planning, and insurance coding while keeping all relevant electronic patient records up to date.