Community Health Alliance
Job Description
Dental Assistant (DA)

Supervisor:  Director of Clinical Operations and dental supervisor

Job Description: The Dental Assistant provides assistance to dentists/hygienists in the general treatment of patients in both routine and emergency procedures in areas of diagnostic, preventive, restorative, periodontal, endodontic, pedodontic, orthodontic, oral surgery, and prosthodontic dental care.

Knowledge, Skills and Abilities:
1. Knowledge of the essential functions, practices and procedures of a dental clinic/office
2. Knowledge of ADA and ICD-9-CM coding
3. Knowledge of lab procedures and documentation
4. Ability to assist the dentist using four-handed dental assisting techniques
5. Ability to apply sterile techniques and infectious control and exposure procedures
6. Ability to provide oral hygiene and dietary instruction
7. Skill in operating personal computer utilizing word processing, databases and e-mail
8. Skill in operating various dental office equipment
9. Skill in accuracy and attention to detail
10. Ability to maintain confidentiality of information, most importantly patient financial and medical information
11. Ability to read, write legibly, calculate mathematical figures and treatment plan payments
12. Ability to solve practical problems and deal with a variety of variables
13. Ability to exercise good judgment in appraising situations and making decisions
14. Ability to work and interact effectively and positively with other staff members to build and to enhance teamwork in the clinics and overall HAWC’s organization
15. Ability to communicate in a courteous and professional manner
16. Ability to understand and respond appropriately, effectively and sensitively to special population groups as defined by race, ethnicity, language, age, sex, etc.
17. Ability to hear and speak well enough to converse over telephone and interview patient
18. Ability to lift up to 20 pounds on a frequent basis
19. Reasonable accommodation will be made for physical limitations on an individual basis

Education and Experience: High school diploma or general education equivalent (GED). Certification of completion of an accredited one-year dental assisting program or one year clinical work experience.

Role: Provide clinical support (dental assistance) for provider staff. Work as part of a clinic team to continually improve the quality services provided as stated in NAC 631.220 – 631.313

Patient Encounters
1. Escorts patient from waiting room to exam room and from exam room to check out
2. Takes patient’s medical history and prepares patients for examination
3. Documents pertinent patient information on the patient’s chart
4. Takes brief history, including chief complaints/allergies
5. Assists in completion of health history form
6. Arranges equipment, instruments, etc. required for the patient’s proposed treatment plan for that visit
7. Assist dentists using four-handed dental assisting techniques in operative, endodontic, oral surgery, orthodontic, pedodontic, prosthodontic and periodontal procedures by performing oral evacuation, fabricating temporary crowns, custom trays, mixing cements, place or remove rubber dam and accessories used for its placement, and assisting in the application of light cured material.

8. Take the following impressions:
   a. Those used for the preparation of diagnostic models;
   b. Those used for the preparation of counter or opposing models
   c. Those used for the fabrication of temporary crowns or bridges; and
   d. Those used for the fabrication of temporary removable appliances, provided no missing teeth are replaced by those appliances

9. Assist by changing arch wires, apply and secure ligatures, cementing temporary crowns, removing excess cement, performing coronal polishing, removing sutures, applying temporary restorations, and applying topical fluoride treatments, sealant and anesthetic as directed by the dentist

10. Assists provider with exam or special procedures to include required documentation

11. Completes required lab forms with correct ICD-9 and ADA codes and billing information

12. Translates for providers as needed if possible

13. Provides patient oral health education, dietary instructions, and oral hygiene education

14. Provides emotional support, compassion and is sympathetic to patient needs

15. Triages phone calls and walk-ins at the clinic where applicable: performing those duties in accordance with policy and procedures

Dental Quality
1. Completes dental assistant proficiency review as required
2. Ensures clinic equipment is in good working condition performing routine maintenance and cleaning as required

EDR Responsibilities
1. Verifies and ensures competency when utilizing EDR and EPM system
2. Identifies and obtains information from EDR
3. Utilizes EDR communications template to include tasking to appropriate staff
4. Completes tasks as assigned
5. Utilizes reports generated from EDR and EPM system; when applicable
6. Documents and enters required information into EDR that pertains to position, including but not limited to
   a. Family, past and social history
   b. Vitals
   c. Dietary plan
   d. Current medications if patient presents actual proof
   e. All other documentation as assigned
   f. Current treatment being applied
   g. Future treatment plan
7. Follows any assigned standing orders
8. Utilizes equipment that interfaces with HAWC EMR system (digital x-ray etc.)
9. Provides EDMR generated patient education materials as assigned by provider
10. Identifies and reports documentation inaccuracies to provider and/or clinic coordinator
11. Insures patient confidentiality
12. Informs supervisor if inaccuracies are identified
13. Follows all policies and procedures pertaining to EDR
Laboratory Responsibilities
1. Performs laboratory procedures as allowed by State law such as taking impressions, preparing study 6 models and making simple denture repairs
2. Prepares lab specimens as directed
3. Performs routine in office laboratory procedures
4. Maintains all laboratory logs to include quality control logs as required by HAWC lab manual
5. Adheres to all OSHA, state and HAWC lab manual policy and procedures requirements

Sterilization
1. Apply sterile techniques and infectious control and exposure procedures when preparing for, during and upon completion of each dental treatment
2. Disinfect and clean treatment rooms and contaminated trays
3. Apply radiography infectious control protocol
4. Handle and dispose of sharps and hazardous materials according to established State and federal OSHA standards
5. Prepares sterile trays in advance and monitors supply of sterilized instruments ensuring instruments are available for procedures scheduled in the clinic
6. Cleans and prepares instruments and sterilizes instruments
7. Performs spore testing, cleans sterilizer and completes documentation per policy

Procedures & Medication
1. Maintains medical, dental supply and material levels
2. Makes referral appointments with other physicians or agencies
3. Performs procedures and conducts patient information as directed by the provider (ie., application of dressings, giving oral hygiene instructions, and giving diet instructions after procedure, etc.)
4. Authorizes refill of prescription per protocol

Purchasing
1. Maintains medical, dental supply
2. Prepares purchase order requests for clinical supplies
3. Inventories clinical supplies as required

Financial Responsibilities
1. Reviews encounter forms for completeness prior to patient going to check-out
2. Ensures all appropriate charges are documented on patient’s superbill
3. Completes required lab forms with correct ICD-9 and ADA codes
4. Ensures appropriate laboratory payor source is listed on lab slip
5. Ensures complete patient insurance, Medicaid, or Medicare information is contained on lab slip to facilitate appropriate lab billing
6. Ensures patient informed of advanced beneficiary notice and signature is obtained prior to procedure or examination
7. Practices economy in supply selection and usage, eliminating waste and constantly striving for way to reuse or recycle as appropriate

X-Ray (where applicable)
1. Shoots simple X-Rays, FMX, Pano’s and Btw’s that are readable
2. Processes films
3. Maintains logs and X-Ray machine in accordance with HAWC policy and procedures

General Duties
1. Ensures proper computer procedures are followed as per HAWC policy and procedure
2. Performs other work related duties as requested by supervisor

Customer Service
1. Returns patient calls per direction of the provider in a timely fashion
2. Sets the example of exemplary customer service for both internal and external customers
3. Monitors and maintains appropriate waiting room environment
4. Ensures cleanliness of clinic during operational hours
5. Professional, respectful communication with supervisor and co-workers

Quality Management
1. Constantly alert for ways to improve customer service, improve patient flow, increase productivity, and improve utilization of resources communicating ideas to supervisor
2. Participates in quality management projects as requested
3. Notifies supervisor of unusual occurrences and adheres to policy regarding incident forms and/or patient complaints
4. Ensures compliance with HIPAA, OSHA & other regulatory agencies
5. Attends and actively participates in staff meetings
6. Follows all HAWC policy and procedures

Professional Competence
1. Utilizes knowledge of work as part of a clinic team to continually improve the quality services provided
2. Utilizes dental assistant knowledge and skills in caring for patients in the clinical setting
3. Utilizes dental assistant training to prepare patient, gather supplies and equipment when assisting the provider with procedures
4. Performs in office lab procedures and prepares specimen competently and efficiently
5. Proficiently administers medications as directed; maintaining all documents and logs
6. Completes superbills utilizing proper ADA and ICD-9-CM coding and billing information
7. Utilizes knowledge of HAWC policy and procedures, HIPAA, OSHA and other regulatory agencies in performing all duties in the clinic
8. Utilizes resources as needed to meet needs of the organization and patient

Patient Relationships/Quality of Service/Customer Service
1. Courteous, respectful and creates safe, clean environment for patients and staff
2. Ensures confidentiality of information
3. Exemplifies in behavior the Core Values of HAWC
4. Conducts quality control testing i.e., lab controls, sterilization, etc per HAWC policy and procedures

Productivity
1. Diligently works with provider staff and co-workers to ensure patient flow is efficient and productive
2. Utilizes good time management skills to ensure all facets of patient care and medical assistant responsibilities are completed in a timely manner i.e., referrals, sterilization of equipment and instruments, lab duties, patient call backs, etc

Accuracy/Efficiency
1. Maintains and completes records, logs and reports in accordance with HAWC policy and procedure
2. Conducts clinical supply purchasing activities; ensures efficiency of clinical supply stock and utilization
3. Obtains Advanced Beneficiary signatures as needed prior to exams, procedures and lab draws
Reliability
1. Dependable and punctual; ensures reports, time sheets, etc are accurate and submitted on time
2. Consciously follows through on requests, instructions, and provider orders

Peer/Co-Worker Relationships and Teamwork
1. Works to create/maintain good relationships with supervisors and co-workers
2. Fosters working together as a team: dealing with and resolving conflict in a timely, efficient and positive manner
3. Actively participates in team

Contributions to Company and Community
1. Participates in community functions that represent HAWC
2. Utilizes proper dress and grooming habits and always presents HAWC in a positive light
3. Performs other duties as assigned

Work Performance Standards Agreement

Position: Dental Assistant

The preceding functions have been provided as examples of the type of work performed by employees assigned to this job position. Management reserves the right to add, modify, change or rescind work assignments and to make reasonable accommodations as needed.

I understand that if I have any questions regarding any part of this position that I can ask my immediate supervisor or the Human Resources Director.

I acknowledge that I have reviewed a copy of the job description and work performance standards as stated herein for the position of Dental Assistant.

I acknowledge that I able to perform all the duties specified above.

Employee Signature ___________________________ Date __________________________

Human Resources Director _________________________ Date ________________________