Community Health Alliance
Job Description
Registered Dental Hygienist (RDH)

Supervisor: Dental Director

Job Description: The Registered Dental Hygienist (RDH) provides quality dental care and associated services to patients under the general supervision of the staff dentists and Dental Director and using established dental hygiene procedures. The RDH assists other staff in a variety of patient care, office and laboratory duties, and performs broad responsibilities for clinic and community dental health education activities.

Knowledge, Skills and Abilities:
1. Knowledge of the essential functions, practices and procedures of a dental clinic/office.
2. Knowledge of established oral hygiene concepts and periodontal therapies.
4. Knowledge of HIPAA regulations and requirements regarding patient records, encounters and documentation.
5. Knowledge of clinic infection control procedures, cleaning and sterilization of instruments, tray setup and materials.
6. Knowledge of lab procedures and documentation.
7. Knowledge and skills necessary to meet the patient’s physical, psychosocial, educational and safety needs.
8. Skill in operating personal computer utilizing dental software (Dentrix Enterprise), word processing, databases and e-mail.
9. Skill in operating dental office equipment.
10. Skill in accuracy and attention to detail.
11. Ability to provide direct patient care and dental services as trained, licensed, and assigned.
12. Ability to administer local anesthetic and nitrous oxide (with certification).
13. Ability to assess dental condition and needs of patient using approved patient screening procedures, including medical history review, dental charting, and periodontal charting.
14. Ability to evaluate overall oral health, examining oral cavity for signs of periodontal disease or possible cancers, including recessed and bleeding gums and oral lesions.
15. Ability to expose, process and mount radiograph films (digital).
16. Ability to apply sterile techniques and infectious control and exposure procedures.
17. Ability to provide oral hygiene, dietary, and tobacco use prevention instruction.
18. Ability to manage difficult customer/patient situations.
19. Ability to interact positively with diverse, sometimes difficult and demanding patient population.
20. Ability to provide service in a manner that is appropriate for the patient’s age.
21. Ability to maintain confidentiality of information, most importantly patient financial and medical information.
22. Ability to solve practical problems and deal with a variety of variables.
23. Ability to work independently, prioritize and solve problems.
24. Ability to exercise good judgment in appraising situations and making decisions.
25. Ability to work and interact effectively and positively with other staff members to build and to enhance teamwork in the clinics and overall Community Health Alliance (CHA) organization.
26. Ability to communicate in a courteous and professional manner.
27. Ability to understand and respond appropriately, effectively and sensitively to special population groups as defined by race, ethnicity, language, age, sex, etc.
28. Ability to hear and speak well enough to converse over telephone and interview patient.
29. Ability to lift up to 20 pounds on a frequent basis.
30. Ability to move freely (standing, stooping, walking, bending, pushing and pulling).
31. Ability to use hands to finger, handle or feel; reach with hands and arms.
32. Reasonable accommodation will be made for physical limitations on an individual basis.

**Education and Experience:** High school diploma or general education equivalent (GED). Successful completion of an accredited dental hygienist program. Current Registered Dental Hygienist with state licensure. Current CPR and radiation safety certificate. Certification to administer local anesthetic and nitrous oxide.

**Role:** Provide quality dental care and associated services to patients using established dental hygiene procedures under the general supervision of staff dentists and the Dental Director. Work as part of a clinic team to continually improve the quality services provided as stated in NAC 631.210.

**Primary Accountabilities:**
1. Provide direct patient care and dental services as trained, licensed, and assigned.
2. Assess dental condition and needs of patient using approved patient screening procedures, including medical history review, dental charting and periodontal charting.
3. Evaluate overall oral health, examining oral cavity for signs of periodontal disease or possible cancers, including recessed and bleeding gums and oral lesions.
4. Expose, process and mount radiographic films.
5. Document dental history or chief complaint; record and report pertinent observations and patient reactions to dentists, as appropriate.
6. Document lab procedures and ensure follow up on results.
7. Follow through with oral hygiene procedures in accordance with treatment plans prescribed by the attending dentist. Procedures may include: prophylaxis, periodontal scaling, root planning, debridement, supra and subgingival scaling and curettage, application of fluoride treatments, and application of protective sealants.
8. Assist with or initiate emergency measures for sudden adverse developments during treatment of patients.
9. Triage phone calls and walk-ins at the clinic when applicable: performing those duties in accordance with policy and procedures.
10. Conduct dental health clinics for community groups to augment services of dentists.
11. Enhance the efficiency of the clinic by performing expanded duties as allowable by law and as directed by the Dental Director.
13. Ensure all patients enjoy a positive experience and are treated with the care and compassion expected.
14. Develop favorable relationships with all patients. Interact positively with patients to provide information and education about oral hygiene, handle and resolve patient concerns with enthusiasm and empathy.
15. Educate patients in oral hygiene and dental care, including proper tooth brushing, flossing, nutrition, tobacco use prevention and cessation, and need for professional care.
16. Demonstrate commitment to the mission of the organization in promoting dental health.
17. Read, write, and maintain patient records and related administrative documentation.
18. Utilize the requisite tools, systems, technology and equipment in the collection of patient data, records management and collections.
19. Ensure all patient records and related documentation are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
20. 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.
21. Establish favorable working relationships with all staff members associated with clinic operations including dental assistants, dentists and front office staff.
22. 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.
23. Ensure compliance and attention to all corporate policies and procedures.
24. Complete continuing education as necessary to retain state licensure.

**Dental Quality**
1. Participates in the Dental Department Quality Improvement Program including chart audits and peer review.
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.
2. Identifies and obtains information from EDR.
3. Utilizes reports generated from EDR system; when applicable.
4. Reviews and documents required patient information utilizing EDR, including but not limited to:
   a. Family, past and social history
   b. Vitals
   c. Current patient medications
   d. Periodontal charting
   e. Current treatment being applied
   f. Future treatment plan
5. Utilizes equipment that interfaces with CHA EDR system (digital x-ray etc.)
6. Provides EDR generated patient education materials
7. Identifies and reports documentation inaccuracies to Dental Director or Dental Supervisor
8. Insures patient confidentiality, maintaining HIPAA regulations.
9. Follows all policies and procedures pertaining to EDR

**Laboratory Responsibilities**
1. Performs laboratory procedures as allowed by State law such as taking impressions and preparing study models.
2. Performs nonsurgical cytological testing and prepares lab specimens as directed.
3. Maintains all laboratory logs to include quality control logs as required by CHA lab manual.
4. Adheres to all OSHA, state and CHA 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 procedure.
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.

**Procedures & Medication**
1. Administers local intraoral chemotherapeutic agents under the direct supervision of a staff dentist in any form except aerosol, including, but not limited to:
   a. Antimicrobial agents,
b. Fluoride preparations,
c. Topical antibiotics,
d. Topical anesthetics,
e. Local anesthetics and nitrous oxide (with certification),
f. Topical desensitizing agents.

Purchasing
1. Helps to maintain dental equipment and supplies by notifying Dental Supervisor if levels are low or depleted.
2. Inventories clinical supplies as required.

Financial Responsibilities
1. Ensures complete patient insurance and/or Medicaid information is documented in EDR.
2. Ensures all appropriate charges are documented in the EDR.
3. Ensures all charges have correct ICD-9 and ADA codes.
4. Reviews out-take forms for completeness prior to patient going to check-out.
5. Completes appropriate forms for any necessary patient charge adjustments, credits or refunds.
6. Practices economy in supply selection and usage, eliminating waste and constantly striving for way to reuse or recycle as appropriate.

Radiographs
1. Exposes accurate and readable radiographs as prescribed by the staff dentists and following the CHA Radiograph Guidelines including periapical and bitewing films, FMX, and panoramic films.
2. Processes films in EDR system.
3. Maintains digital radiographic equipment in accordance with CHA policy and procedures.

Customer Service
1. Returns patient calls in a timely fashion.
2. Sets the example of exemplary customer service for both internal and external customers.
3. Helps to ensure cleanliness of clinic during operational hours.
4. 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 Dental Director or Dental Supervisor.
2. Participates in the Dental Department Quality improvement program including conducting peer review chart audits and quarterly peer evaluations.
3. Participates in other quality management projects as requested.
4. Notifies Dental Director or Dental Supervisor of unusual occurrences and adheres to policy regarding incident forms and/or patient complaints.
5. Ensures compliance with HIPAA, OSHA & other regulatory agencies.
6. Attends and actively participates in staff meetings.
7. Follows all CHA policy and procedures.

Professional Competence
1. Utilizes dental hygiene knowledge and skills in caring for patients in the clinical setting.
2. Completes charges utilizing proper ADA and ICD-9-CM coding and billing information.
3. Utilizes knowledge of HAWC policy and procedures, HIPAA, OSHA and other regulatory agencies in performing all duties in the clinic.
4. Utilizes resources as needed to meet needs of the organization and patient.
Patient Relationships/Quality of Service/Customer Service
1. Provides quality dental care and associated services to patients.
2. Courteous, respectful and creates safe, clean environment for patients and staff.
3. Ensures confidentiality of information.
4. Exemplifies behavior of the Core Values of CHA.

Productivity
1. Diligently works with dentists, supervisors and co-workers to ensure patient flow is efficient and productive.
2. Utilizes good time management skills to ensure all facets of patient care are completed in a timely manner.
3. Meets productivity goals as defined by Dental Director and CHA.

Accuracy/Efficiency
1. Completes and maintains all patient health and treatment information in accordance with CHA policy and procedure.

Reliability
1. Dependable and punctual.
2. Ensures reports, time sheets, chart audits, etc. are accurate and submitted on time.
3. Consciously follows through on requests, instructions, and dentist treatment 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 CHA as assigned.
2. Utilizes proper dress and grooming habits and always presents CHA in a positive light.
3. Performs other duties as assigned.

Job Standard 1: Confidentiality
I. Requires expeditious and accurate completion of tasks assigned to allow the successful completion of individual and corporate goals
II. Follow-through and follow-up with time-sensitive information
III. Maintain confidentiality of records in accordance with HIPPA and CHA corporate policy. Keep all files out of sight of the public and/or in a locked file cabinet or drawer
IV. Communicate with immediate supervisor as to progress and/or issues impeding progress for successful completion of any assigned task and/or job duties and responsibilities

Job Standard 2: Supports the culture of CHA
I. Works with minimal supervision as a team member in a self-directed environment, adhering to the mission and values of CHA
II. Attends required department and organization staff meetings in order to be an informed employee
III. Meets deadlines related to projects, regulatory and organizational policies and practices and as directed by immediate supervisor
IV. Represents CHA in a positive, professional manner, effectively communicating the mission and values of CHA to both internal staff and external clients

V. Willingness to learn new skills and continuously improve processes as needed or required

Work Performance Standards Agreement

Position: Registered Dental Hygienist

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 Registered Dental Hygienist.

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

Employee Signature ________________________________ Date_________________________