



PEOPLE'S CENTER HEALTH SERVICES Job Description

Job Title: Dental Assistant
Department: Dental
Supervisor: Dental Director
Exempt: No

SUMMARY

The Dental Assistant assures high-quality customer/patient service, quality dental care, clinical/administrative systems support, and positive, efficient work environment in the CRPC dental clinic lab. Position is responsible for assisting the dentist(s), dental hygienist(s) and dental therapist(s) in the direct provision of primary care dental services to patients of the center. The Dental Assistant is also responsible for sterilization, preparation and inventory control of dental instruments and supplies as well as keeping work areas clean.

PRIMARY ACCOUNTABILITIES

Achieve Results

- Improve patient outcomes, and deliver quality care within practice areas as assigned. Ensure all services are delivered in a manner that meets or exceeds goals and expectations for clinical outcomes, quality assurance standards, and patient satisfaction.
- Ensures timely and accurate collection of patient data, and makes observations on assigned patients to provide supportive data in the patient assessment.
- Ensure all patient charts and related documentation are maintained current and relevant at all time.

Operational Excellence

- Ensure all lab practices are conducted consistent within current, relevant standards, as well as state and local laws and regulations, patient centered medial home model and related professional standards.
- Demonstrate competency in practice and knowledge of current standards of practice. Maintains credentials and performs current lab practice expectations within established guidelines.
- Provides care in a manner that respects the patient's rights and choices in a multi-cultural setting.

Relationships

- Develops and maintains favorable internal relationships, partnerships with co-workers, including dental hygienist and assistant staff, dentists, and support staff and business office staff.
- Develops and maintains favorable external relationships with vendors and contractors.

Stewardship and Professionalism

- Ensure all actions, job performance, personal conduct and communications model the highest standards of positive professionalism through unconditional positive regard for CRPC patients, clients, and personnel.
- Uphold and ensure compliance and attention to all corporate policies and procedures as well as the overall mission and values of the organization.

PRIMARY TASKS & DUTIES

- Serves as dentists, dental hygienists and dental therapist's chair-side assistant.
- Ability to make future patient appointments or referrals
- Prepares operatory for patient treatment as the dentist's, dental hygienists or dental therapist's directions.
- Abide by policy and procedure of the CRPC in-conjunction with OSHA regulations
- Digital Radiography in accordance with state regulations and law as well as Dental Clinic protocol.
- Performs independent procedures as delegated and directed by the dentist.
- Maintains dental equipment in accordance with manufacturer's directions and Dental Clinic policy.
- Maintains adequate operatory supplies and compiles a list of individual item shortages for inventory control and ordering purposes.
- Maintains a list of all Dental Department patients, monitors patient flow, and assists the CDO, dentist and dental hygienist in assuring that all patient records and documents are properly and accurately completed and filed.
- Receives and places necessary telephone calls consistent with professional matters, clinic business and patient care.
- Assists with various clinical and administrative functions of the clinic as appropriate and time permits.
- Insures the sterility of all reusable dental instruments and equipment in accordance with clinic protocol.
- Insures the proper disposal of all contaminated or potentially contaminated materials in accordance with Clinic policy as well as state and federal regulation(s).
- As directed by a supervisor, performs other related and/or necessary tasks to achieve clinic and programmatic goals and objectives.

QUALITY ASSURANCE PLAN

Assist and collaborate with providers, front desk staff to implement the quality assurance plan, specifically focusing on customer service and patient advocacy goals.

Skills and Abilities

- Requires a comprehensive knowledge of dental assisting techniques and procedures for all phases of general dentistry.
- Knowledge of modern dental materials, their storage, handling and applications is required.
- The Dental Assistant must be cognizant of the expectations and concerns of the clinic's dental patients and be able to respond in an empathetic and professional manner.
- The ability to work with persons from a wide diversity of social, ethnic and economic backgrounds is necessary.
- The Dental Assistant must be able to creatively work with other health care professionals from a variety of disciplines to achieve maximal results.
- Ability to attend to multiple tasks at the same time and to prioritize assignments and responsibilities to ensure compliance with established deadlines and protocols.
- Effective oral and written communication skills in English are required.
- Ability to work occasional evenings and weekends.
- A commitment to diversity and to working with people and communities of color
- Demonstrate a high level of skill at building relationships and customer service.
- Knowledge and competency in the lab services and associated charting requirements.
- Strong attention to detail and accuracy.
- Ability to utilize computers for data entry and information retrieval.
- Basic knowledge of dental emergencies.
- Know how to take patient's vital signs.

POSITION REQUIREMENTS

Education

- High school diploma or GED certificate
- Completion of accredited course in dental assisting
- One to two years' experience in a clinic/medical setting.

Certifications/Licensure

- Certified Dental Assistant
- Current CPR

Physical/Environmental

- Occasional lifting of 40 – 50 lbs and pushing of 5-20 lbs

- Sitting, standing and walking approximately 80% of the time
- A medium to high level of manual dexterity required
- Bending and reaching approximately 20% of the time
- Normal accessibility and mobility throughout the region required
- Normal overtime/extended work hours