WEST CECIL HEALTH CENTER

JOB DESCRIPTION

DENTAL ASSISTANT

OVERVIEW:

Provide quality care and services to patients by assisting dentist and other staff in a variety of patient care, office and laboratory duties. Affect the efficiency and productivity of patient flow through timely, accurate and professional preparation of patients and patient information, including taking and processing x-rays.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Prepare and maintain dental instruments, materials and equipment.

2. Collect and record patient health histories (dental and medical) and record information for dentist’s reference prior to examination

3. Help patients feel comfortable before, during and after dental treatment.

4. Take and process x-rays.

5. Assist dentist chair-side by organizing and preparing instruments for dentist’s use and assisting as needed during procedures.

6. Advise patients in oral hygiene and dental care.

7. Follow through with post-visit duties

8. Backup the Patient Services Reps (PSR) positions, provide relief and support to PSR functions and perform office duties as requested.

9. Interact positively with a diverse, sometimes difficult, and demanding patient population. Provide service in a manner that is appropriate for the patient’s age; demonstrate knowledge and skills necessary to meet the patient’s physical, psychosocial, educational and safety needs.

10. Demonstrate commitment to the mission of the organization in promoting dental health.

11. Read, write, and maintain patient records and related administrative documentation.

12. Utilize the requisite tools, systems, technology and equipment in the collection of patient data, records management and collections.

13. Demonstrate knowledge of dentistry procedures, clinic infection control procedures, cleaning and sterilization of instruments, tray setup and materials

14. Disinfection, packaging, tracking, and checking in lab cases.

15. Other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Ensure all patients enjoy a positive experience, and are treated with the care and compassion expected.

2. Ensure all patient records and related documents are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.

3. Affect favorable billing and collection outcomes. Ensure all patient services and billing information is collected and submitted timely and accurately.

4. 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.

5. Develop favorable relationships with all patients. Instruct patients and their family members on general oral health care and/or information related to post-treatment care as appropriate.

6. Establish favorable working relationships with all staff members associated with clinic operations, including Patient Services Reps (PSR), dental hygienists, dentists, and related staff.

7. 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.

8.Ensure compliance and attention to all corporate policies and procedures

QUALIFICATIONS:

Education:

1. High School diploma or equivalent
2. Radiation safety certification or successful completion of a radiation safety course
3. CPR certification

Skills:

1. Dental terminology.
2. Strong organizational and interpersonal skills.
3. Taking and recording patient blood pressure.
4. Knowledge of dental codes.
5. Knowledge of Electronic Medical Record (EMR)

Other Requirements:

1. Ability to multi-task efficiently and effectively.
2. Must be able to act calmly and effectively in a busy or stressful situation.
3. Ability to communicate effectively in the English language in person, by phone and in writing.
4. Ability to demonstrate sensitivity, confidentiality and respect when speaking with patients, peers, faculty and staff
5. Requires adherence to all policies and procedures, including but not limited to standards for safety, attendance, punctuality and personal appearance.

Physical Requirements:

1. Use hands to handle, control, or feel objects, tools, or controls.
2. Repeat the same motions.
3. Bend or twist the body when operating equipment or examining patients.
4. Sit or stand for long periods of time.
5. Walk or run for long periods of time.
6. See details of objects that are less than a few feet away.
7. Understand the speech of another person.
8. Speak clearly so listeners can understand.
9. Hold the arm and hand in one position or hold the hand steady while moving the arm.
10. Use fingers or hands to grasp, move, or assemble very small objects.
11. Make quick, precise adjustments to machine controls.
12. See details of objects that are more than a few feet away.
13. See differences between colors, shades, and brightness.
14. Bend, stretch, twist, or reach out.
15. Use stomach and lower back muscles to support the body for long periods without getting tired.
16. Be physically active for long periods without getting tired or out of breath.
17. Use muscles to lift, push, pull, or carry heavy objects.
18. React quickly using hands, fingers, or feet.
19. Make fast, repeated movements of fingers, hands, and wrists.
20. Move arms and legs quickly.
21. Choose quickly and correctly among various movements when responding to different signals.
22. Coordinate movement of several parts of the body, such as arms and legs, while the body is moving.
23. Keep or regain the body's balance or stay upright when in an unstable position.
24. Use muscles for extended periods without getting tired.

Adequate physical ability including sufficient manual dexterity to perform the requisite health care services. Requires frequent bending, reaching, repetitive hand movements, standing, walking, squatting, and sitting, regularly throughout a regular work shift. May requires exposure to communicable diseases and/or bodily fluids.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

I have read and understand this position description. I understand that, while every effort has been made to describe the nature of the work entailed, this description cannot be construed as an exhaustive list of all responsibilities, duties and skills required for this position. I also understand this position description may be changed in the interest of better patient care or more efficient operation of the health center, and that notification of any change in this position description will be made in writing. I also acknowledge that nothing explicitly stated or implied in this position description alters the at-will status of my employment relationship with West Cecil Health Center, Inc.

[Employee signature] [Date]

[Employer signature] [Date]