

# West Cecil Health Center, Inc. & Qualified Subsidiaries

## Job Description

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**Title:** Dental Assistant

**Job #:** 1802

**Department:** Dental

**Reports to:** Dental Supervisor

**FLSA Status:** Non-exempt

**Updated:** 03/31/2021

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### POSITION SUMMARY

Provide quality care and services to patients by assisting dentists 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

- Prepare and maintain dental instruments, materials and equipment.
- Collect and record patient health histories (dental and medical), blood pressure, and chief complaint and record information for dentist's reference prior to examination
- Help patients feel comfortable before, during and after dental treatment.
- Take and process x-rays
- Assist dentist chair-side by organizing and preparing instruments for dentist's use and assisting as needed during procedures
- Advise patients in oral hygiene and dental care
- Follow through with post-visit duties
- Backup the Dental Receptionists positions provide relief and support to Dental Receptionist functions and perform office duties as requested
- 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
- Demonstrate commitment to the mission of the organization in promoting dental health and educate patients on all WCHC services and assistance programs available
- Read, write, and maintain patient records and related administrative documentation
- Utilize the requisite tools, systems, technology and equipment in the collection of patient data, records management and collections
- Demonstrate knowledge of dentistry procedures, clinic infection control procedures, cleaning and sterilization of instruments, tray setup and materials
- Disinfection, packaging, tracking, and checking in lab cases
- Ensure all patients enjoy a positive experience, and are treated with the care and

- compassion expected
- Ensure all patient records and related documents are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
- Affect favorable billing and collection outcomes. Ensure all patient services and billing information is collected and submitted timely and accurately
- 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
- 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
- Establish favorable working relationships with all staff members associated with clinic operations, including Patient Services Reps (PSR), dental hygienists, dentists, and related staff
- 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
- Ensure compliance and attention to all corporate policies and procedures
- Requires adherence to all policies and procedures, including but not limited to standards for safety, attendance, punctuality and personal appearance.

## **KEY COMPETENCIES**

- Compassion
- Communication skills
- Information collection and management
- Planning and organizing
- Accuracy
- Customer service skills
- Team work
- Initiative
- Adaptability
- Confidentiality
- Must be able to act calmly and effectively in a busy or stressful situation.

## **SUPERVISORY RESPONSIBILITY**

- This position has no supervisory functions

## **POSITION TYPE AND EXPECTED HOURS OF WORK**

- This may be a full-time or part-time position.
- Days and hours of work will be scheduled in accordance with West Cecil Health Center's operating hours

## **LOCATION/TRAVEL**

- Located in West Cecil Health Center and/or its qualified subsidiaries.
- Travel is primarily local during the business day, although some out-of-the-area travel may be expected.

## **POSITION REQUIREMENTS**

### ***Education/Certification***

- High School diploma or equivalent
- Radiation safety certification or successful completion of a radiation safety course
- CPR certification

### ***Physical/Environmental***

- Use hands to handle, control, or feel objects, tools, or controls.
- Repeat the same motions.
- Bend or twist the body when operating equipment or examining patients.
- Sit or stand for long periods of time.
- Walk or run for long periods of time.
- See details of objects that are less than a few feet away.
- Understand the speech of another person.
- Speak clearly so listeners can understand.
- Hold the arm and hand in one position or hold the hand steady while moving the arm.
- Use fingers or hands to grasp, move, or assemble very small objects.
- Make quick, precise adjustments to machine controls.
- See details of objects that are more than a few feet away.
- See differences between colors, shades, and brightness.
- Bend, stretch, twist, or reach out.
- Use stomach and lower back muscles to support the body for long periods without getting tired.
- Be physically active for long periods without getting tired or out of breath.
- Use muscles to lift, push, pull, or carry heavy objects.
- React quickly using hands, fingers, or feet.
- Make fast, repeated movements of fingers, hands, and wrists.
- Move arms and legs quickly.
- Choose quickly and correctly among various movements when responding to different signals.
- Coordinate movement of several parts of the body, such as arms and legs, while the body is moving.
- Keep or regain the body's balance or stay upright when in an unstable position.
- 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 require exposure to communicable diseases and/or bodily fluids.
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### ***Additional Eligibility Qualifications***

- Dental terminology.
- Strong organizational and interpersonal skills.
- Taking and recording patient blood pressure.
- Knowledge of dental codes.
- Knowledge of Electronic Medical Record (EMR)

**OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_