



Metro Community Health Center

Dental Assistant

POSITION SUMMARY

To provide quality dental care and associated services to patients by assisting dentists, dental hygienists, 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 of x-rays.

PRIMARY ACCOUNTABILITIES

Achieve Results

- Ensures all patients enjoy a positive experience and are treated with the care and compassion expected.
- Improves the oral health of patients through providing proper oral health care education, as well as the delivery of quality oral health care services.
- Enhances the efficiency of the clinic by performing expanded duties as allowable by law and as directed by the dentist.
- Ensures all patient records and related documentation are managed and maintained timely, accurately, and consistent with all HIPAA and related regulations and requirements.
- Affects favorable billing and collection outcomes. Ensures all patient services and billing information is collected and submitted timely and accurately.

Operational Excellence

- Ensures 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. Ensures direct patient care is delivered using established oral health care procedures.

Relationships

- Develops favorable relationships with all patients.
- Interacts positively with patients (and their families) to provide information and education about oral hygiene and general oral health care.
- Provides verbal instruction and written information related to post treatment care.
- Handles and resolves patient concerns with enthusiasm and empathy.
- Establishes favorable working relationships with all staff members associated with clinical and administrative operations.

Stewardship and Professionalism

- Consistently upholds the values and mission of the organization at all times.
- Represents the organization in a highly professional manner at all times.
- Ensures compliance and attention to all corporate policies and procedures.
- Completes continuing education as necessary to retain appropriate certifications and licensing.

ESSENTIAL FUNCTIONS

- Provides direct patient care and dental services as trained and assigned. Assesses dental condition and needs of patient using approved patient screening procedures, including medical history review, dental charting, and periodontal charting.
- Assists the Dentist/Hygienist chair side by organizing and preparing instruments for use.
- Assists the Dentist/Hygienist chair side throughout the dental procedure(s) as necessary.
- Completes all necessary radiographs and oral camera pictures each appointment.
- Documents dental/medical history, chief complaint, and all necessary diagnostic data in the patient chart.
- Documents referrals to specialists and helps ensure follow up on results.
- Assists with or initiates emergency measures for sudden adverse developments during treatment of patients.
- Responsible for making impressions for bleaching trays, study models, etc. when requested.
- Performs Blood Pressure Monitoring at each appointment.
- Performs HBA1C point of care testing for diabetic patients when indicated.
- Helps patients feel comfortable before, during and after dental treatment.
- Educates patients in oral hygiene and dental care, including proper tooth brushing, flossing, nutrition and need for professional care.
- Responsible for preparing and maintaining dental instruments, materials and equipment.
- Demonstrates commitment to the mission of the organization in promoting dental health.
- Interacts positively with a diverse, sometimes difficult, and demanding patient population.
- Provides service in a manner that is appropriate for the patient's age; demonstrates knowledge and skills necessary to meet the patient's physical, psychosocial, educational, and safety needs.
- Completes and maintains patient records and related administrative documentation.
- Utilizes the requisite tools, systems, technology and equipment in the collection of patient data, records management and collections.
- Demonstrates knowledge and understanding of dentistry procedures, clinic infection control procedures, cleaning and sterilization of instruments, tray setups and materials.
- Responsible for the orderly appearance of the dental/hygiene operatories.
- Ensures that adequate quantities of supplies are always on hand.
- Responsible for proper maintenance of dental operatories each day.
- In cooperation with the Patient Access Specialists, responsible for filling and maintaining an efficient and effective Dental Schedule.
- Expected to steward an integrated practice methodology within a primary care setting.
- Carries out other duties as assigned within the realm of the hygiene profession.

REQUIREMENTS

Education

High school diploma or equivalent.

Successful completion of a dental assistant program as may be required by the state of Pennsylvania.

Current Radiation Safety Certificate and/or successful completion of a radiation safety course.

Current CPR Certification.

Certification in Office Practice or enrollment in such a program is desired.

Experience

Demonstrated success with clear thinking and ability to reorganize as needed.

Demonstrated success in working independently, prioritization and problem solving.

Demonstrated success in organization abilities.

Demonstrated success in computer skills including ability to use computer for scheduling, dental records and digital x-rays.

Demonstrated success in customer service/patient services or working with the general public, preferably in a medical care facility.

Demonstrated success in managing difficult customer/patient situations.

Knowledge of dental practices and procedures.

Demonstrated success and experience with direct patient services including the proper knowledge and use of dental devices and equipment.

Working Conditions

- Normal clinic working environment. Requires good verbal and written communication skills. Must be able to speak and read and write the English Language.
- Ability to move freely (standing, stooping, walking, bending, pushing, and pulling).
- Ability to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- Normal accessibility and mobility throughout the region required
- Normal overtime/extended work hours

Blood Borne Pathogen Exposure

 X Category I: Job classification includes ALL employees who have occupational exposure* to blood borne pathogens* (blood or body fluids) while performing their job duties.

 Category II: Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required.

 Category III: Job Classification includes those employees who perform jobs and tasks where NO CONTACT with blood borne pathogens occurs and Category I and Category II tasks ARE NOT a condition of employment.