FAMILY HEALTH CENTER

JOB DESCRIPTION: DENTAL ASSISTANT

REPORTS TO: Dental Clinical Manager
ALONG WITH: Dentist
SUPERVISES: None

GENERAL DESCRIPTION:

Provide quality care and services to patients by assisting dentists and other staff in various duties. Maintains record of treatments, supplies and material; performs related work as required.

MINIMUM QUALIFICATIONS:

- Providing excellent customer service and support; excellent written and verbal communication, organizing and prioritizing workload and meet deadlines
- Ability to establish and maintain effective working relationships with patients
- Ability to meet customers needs in consistently helpful and courteous manner
- Ability to work cooperatively with others as part of a team
- Knowledge of dental instruments, equipment and procedures.
- Knowledge of dental terminology and oral hygiene.
- Ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, ethnic and professional backgrounds.
- Ability to work as an effective team member: function independently, exercise sound judgement and initiative
- Maintain confidentiality; effectively assist providers.
- Demonstrate understanding of customer service principles.
- Ability to accurately record and transmit detailed information
- Exercise good judgement in evaluating situations and making decisions.
- Ability to reach, stoop, walk and lift 25 lbs. Adequate vision

JOB RESPONSIBILITIES:

- Assists with sterilization of dental instruments, including working knowledge of all OSHA regulations
- Assist in the operatory as needed and/or assigned by Dental Clinical Manager
- Prepare and maintain dental instruments, materials and equipment
- Collect and record patient health histories and record information in the electronic patient chart. This also involves noting any changes in patient information in the patient record.
- Coordinates patient flow with the front desk, fellow assistants and providers
- Assist dentist chair-side using four handed dentistry
- Prepares patients for general and specific examinations and procedures in accordance with center protocols.
- Maintains the inventory and proper sterilization of all instruments and supplies, excluding medicines, and prepares rooms daily
• Performs procedures such as take x-rays, fluoride therapy, take patient study models, etc.
• Maintains the physical condition of the clinical area and the dental equipment and instruments. This includes cleaning equipment; cleaning dental office and operating rooms.
• Coordinates preparation of outgoing lab work and notifications of patients for follow-up
• Takes vital signs such as, blood pressure, temperature, pulse and respiration for work up and monitoring of patients
• If working with pediatric dentist, the assistant will have credentials, orientations, and trainings at Women’s and Children’s Hospital (WHC); responsible for our supplies, equipment whether being transferred between FDC and WCH or being stored at WCH

**JOB ACCOUNTABILITIES:**

- Responsible for ensuring courteous patient flow, and checkout as well as problem resolution in a timely and accurate manner, reflecting a friendly, compassionate, unbiased and professional **patient service attitude.**
- Responsible for ensuring courteous service to patients, providers, staff and other third parties, reflecting a friendly, yet professional **customer service attitude.**
- Maintain patient confidentiality and adherence to established records release policies in conjunction with Dental Clinical Manager.
- Coordinate with other functional areas of the clinic to provide a seamless experience for patients.
- Assure accurate and timely performance of end-of-day and other processing as required.

___________________________________________  ______________
Employee                                              Date

___________________________________________  ______________
Manager/Supervisor                                   Date

Management Approval of Job Description:   By ______ Date ______