

# Linden Dental Associates

*Dental Assistant*

*It is our mission to improve the quality of life and health of our patients. We will do this by delivering the best, individualized dental care and education. We treat patients as we would like to be treated and strive to forge a long-term relationship of oral health.*

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# Dental Assistant

## Table Of Contents

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**01** Job Description *Page 04*

---

**02** Dental Assistant Protocol *Page 05*

---

**03** Operatory Preparation Protocol *Page 08*

---

**04** Dental Assistant EOD *Page 09*

---

**05** Downtime Protocol *Page 10*

---

**06** Departmental Assessment Form *Page 11*

---

**07** Dental Assistant Accountability Agreement *Page 13*

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# Dental Assistant Job Description

**Purpose:** To provide the doctor with assistance in all clinical procedures and to make the patient as comfortable as possible while the treatment is taking place.

**Dream Dental Assistant:** Patient care is paramount and it is the dental assistant's primary role to keep the schedule on track for doctors and hygienists while ensuring patient comfort. Your role is key to the success of our office.

## Our ideal assistant is:

- On time
- Organized
- Helpful
- Friendly
- Skilled
- Polite
- Passionate about their job
- Looks ahead at the schedule to keep everyone on time
- Performs post op calls daily
- Communicates well with patients and fellow team members
- Is a team player - works well with others

We expect our dental assistant to follow our core values that are:

- Care for the patient, your colleagues, and the office
- Trust in our words and actions
- Excellence in delivering exceptional results

# Dental Assistant Protocol

## Morning Arrival

- Arrive 30 minutes before the first patient
- Room set up according to the standardized protocol
- All trays set for the remainder of the day
- Morning huddle 15 minutes before the first patient is seen
- Double check all lab cases received
- Positive attitude and prepared for the day ahead

## Patient Arrival

- Greet patient within 5 minutes of patient indicator turning color
- Seat patient in operatory
  - Adjust headrest to patient comfort
  - Change appointment status color to “in operatory”
  - Don patient bib
  - Take patient temperature
  - Ask patient three non-dentally related questions - document for future visit records
  - Confirm consent e-forms are signed
  - Intercom doctor when ready
- Begin chart notes—add temperature to note as soon as temperature is complete
- Place topical if needed
- Get Doctor and brief Doctor in the hallway for:
  - Has Dr. met patient?
  - What procedures will be performed today?
  - Any concerns or additional information
- In operatory, introduce patient to Doctor and review treatment and medical concerns

## Post Appointment- Dismissal

- Make sure the patient is check out in dark blue in softdent before dismissing.
- Post Op instructions to the patient if necessary
- Confirm patient has recare appointment along with family members
- Lab scripts are completed prior to dismissing the patient
- Make sure the treatment coordinator doesn't have any questions
- Confirm patient's face is clean of debris
- Escort patient to tout of the office
- Thank the patient and ask for review if appropriate
- Complete treatment notes
- Breakdown room
- Sterilize instruments according to the sterilization protocol
- Post Op calls on all patients from prior day completed

## End of Day

- All chart notes completed for all patients seen
- Morning huddle prep form (In How Tos Section of Manual) completed and ready for the morning huddle
  - ° Plus treatment and recare appointments needed are noted
- All rooms set for next morning procedures ( includes clean tables,clean floor in sterlization area, ops and hallways, barriers placed, cup and bib out)
- All cast pulled from models
- All models poured and completed
- All dental lab cases are created in softdent and all labs are bagged and ready to go to outbound bin in the server room.
- All sterilization completed-instruments are all put away and there is nothing in the autoclave.
- All trays cleaned off and set-up to go back in the cabinet
- Garbage in the ops rooms are cleaned out ONLY if they are full
- Make sure patient bathrooms garbage is cleaned out, toilet paper, towels an soap is full.
- Both sinks in the lab should be empty ( no alginate bowls or instruments) and soap dispensers full.
- Check level of water in the autoclave
- Make sure a schedule for the next day is printed and put up in the sterlization area ( if we have time at end of day set up ops for the next morning appts)
- EOD form completed and given to OM

- Computers turned off
- All lines run
- Assigned rooms 1-4 are stocked
- Ipad is placed on a charger
- Garbage is taken outside
- Make sure CBCT area is free and clear of everything.
- Make sure the labs that have come in are checked into softdent as well as put away properly at the lab case area by alphabetical last name order. ( follow protocol on how to check-in labs)
- Make sure air filters are turned off
- Make sure AC/ or heating is turned off in the building
- Make sure all pumps are turned off before leaving

## **Weekly**

- Replace traps
- Spores testing
- Clean ultrasonic
- Clean The yellow disinfecting liquid and label with date liquid was changed
- Clean etcher
- Clean Bur machine in lab
- Clean Cast Vibrator
- Make sure the sterilization area is stocked with gloves, and bounty as well as all other materials
- Advise Tamika of any supplies that need to be ordered
- Make sure rooms 1-4 are stocked with all supplies
- Make sure all delivery boxes are opened, all supplies put away and cardboard boxes are broken down and taken to basement and put into the recycling bin
- Clean garbage out of the garbage compactor

## Covid19-Concierge

Patient care is paramount during covid19

Responsibilities include:

- Assist the hygienist with breaking-down and setting up the rooms.
- Assisting the hygienist with taking xrays either before or after the cleaning
- Assistant the hygienist with treatment planning via Zoom for their patients.
- Making sure the flow of the office is running smoothly, if you see a hygienist is running behind, you can call in the next patient and start taking xrays for the hygienist, make sure Temperature is taking of the patient before seating.
- Help the hygienist with escorting their patient to waiting area and setting up the zoom meeting and then staying with the patient to help the patient navigate through the ZOOM meeting while the hygienist breaks down and setup up her room.
- Escorting the patient out after they are done with the treatment plan coordinator on ZOOM.
- Make sure the iPad are cleaned and then taken back to the appropriate provider
- Send any e-forms that are missing to the iPad for the patients to sign
- Sign into iPad for the patients to view their e-forms and help with navigation of the softdent app.
- If a patient didn't email their id and insurance card in time, scan those documents into our softdent.
- Communicate well via slack with all staff.

# Dental Assistants EOD

- Post op calls for the previous day completed
- Lab cases - ready for shipment and sent out
- All iPads are charged for the next day
- All casts are pulled from impressions
- Restock assigned rooms
- All instruments sterilized
- All rooms/ trays set up for morning patients
- Morning huddle prep completed
- Make sure pumps are turned off
- Common area housekeeping complete
- EOD form signed and given to OM

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

# Down Time Protocol- To Be Completed Weekly

- Check lab cases who hasn't come in long time and call them to make an appointment
- Restock rooms
- Call on overdue recare appointment list - schedule 5
- Confirmation calls for the front office
- Organize the lab
- Calling on unscheduled treatment plans
- Call hygiene post op appointments
- Clean fridge
- Clean lab
- Review old lab cases - can we toss any?

# Departmental Assessment Form - Dental Assistant

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**1= Never, 2= Rarely, 3= Sometimes, 4=Mostly, 5= Always**

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. I greet patients warmly in the reception area according to standardized protocol and script.   | 1 | 2 | 3 | 4 | 5 |
| 2. I seat the patient, adjust the headrest to comfort and then don patient napkin.  | 1 | 2 | 3 | 4 | 5 |
| 3. I ask three non-dentally related questions and record the date and responses in our practice management software.  | 1 | 2 | 3 | 4 | 5 |
| 4. I verify treatment that will be performed, take temperature and record that in the chart notes immediately.  | 1 | 2 | 3 | 4 | 5 |
| 5. I verify all appropriate equipment, materials, and instruments are set-up according to standardized protocol.  | 1 | 2 | 3 | 4 | 5 |
| 6. I brief the doctor on whether the patient is existing or new, the treatment that will be completed during the visit, or if there is any significant health concerns. | 1 | 2 | 3 | 4 | 5 |
| 7. I make sure that the most current radiographs are ready for the Doctor to review prior to them entering operatory.   | 1 | 2 | 3 | 4 | 5 |
| 8. If the patient is new to the office, I introduce them to the Doctor.   | 1 | 2 | 3 | 4 | 5 |
| 9. After treatment, I escort the patient to the door, verify patient has a recare appointment, and I excuse myself professionally from the patient.                     | 1 | 2 | 3 | 4 | 5 |
| 10. I sterilize and place barriers according to the standardized protocol.  | 1 | 2 | 3 | 4 | 5 |
| 11. I help the patients with utilizing the ipad softdent app as well as help them with ZOOM app.  | 1 | 2 | 3 | 4 | 5 |
| 12. I show empathy and concern when talking to patients.  | 1 | 2 | 3 | 4 | 5 |
| 13. I edify doctor and staff to patients whenever possible.   | 1 | 2 | 3 | 4 | 5 |
| 14. I communicate respectfully and effectively with the entire team in the practice.  | 1 | 2 | 3 | 4 | 5 |
| 15. I turn in my end of day sheet to OM nightly.  | 1 | 2 | 3 | 4 | 5 |

What was your win this past month?

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How do you feel you contribute the most to the office?

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What is one area you will work on this month?

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What is one measurable goal you will set this month?

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# Back Office Team Accountability Agreement

I \_\_\_\_\_, understand that my responsibilities as a Dental Assistant include, but are not limited to the duties listed on the following documents:

1. Dental Assistant Job Description
2. Dental Assistant Department Protocol
3. End Of Day Protocol
4. Down Time Protocol
5. Monthly Assessment Form Protocol

As a Dental Assistant, I understand that I will be expected to maintain the standards and protocols defined in the documents listed above. I understand that I am integral to the success of this practice and will always hold myself to the standard.

Additionally I am aware of \_\_\_\_\_ core values as listed below and will strive to conduct myself in a manner consistent with these values.

Linden Dental Associates's Core Values

- Care for the patient, your colleagues, and the office
- Trust in our words and actions
- Excellence in delivering exceptional results

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_