



Finger Lakes Dental Care

Dental Assistant

Empowering a dedicated team to promote healthy lifestyles in our communities. We are changing the way people feel about going to the dentist.

Dental Assistant Job Description

Purpose: To provide the doctor with assistance in all clinical procedures and to make the patient as comfortable as possible throughout their entire appointment. Patient care is paramount and as the dental assistant, your job is to keep the schedule on track for doctors and hygienists while making all patients feel like VIPs. Your role is key to the success of our entire office.

Our Ideal Dental Assistant is:

- On time
- Organized
- Helpful
- Friendly
- Skilled
- Polite
- Passionate about their job
- Always looking ahead to stay on schedule
- Assists wherever they can to make the patient's experience a GREAT one
- Communicates well with patients and team members
- Works well with others

We expect our Dental Assistant to embrace our Core Values, they are as follows:

WHO Can Patients Confidently Trust?

- **When in Doubt, Do the Right Thing:** When we make a mistake, we will make it right, no matter what the consequence. We will always do what is in the best interest of the patient. We will always do what is in the best interest of our team as a whole vs one individual.
- **Humility:** We will readily admit when we are wrong. We will own our mistakes and shortcomings. We will laugh at ourselves, realizing that no one is perfect. We will strive to be modest with each other, not being boastful or brag.
- **Organized & Efficient:** We will perform our responsibilities on time and correctly. We will multi-task when needed. We will ask for training and further education if we feel we cannot continually be organized & efficient in our role. We will not forget parts of our job and suggest that we don't have enough time to accomplish our job duties.
- **Customer Service:** We will treat people with kindness, dignity, courtesy, sincerity and respect. We will intently listen to our patients and deliver upon what we say we will do. We will happily treat every patient interaction and concern with efficiency, knowledge and fairness. We will be as accommodating as possible. We will not practice Customer Service like the typical medical/

dental office. We will exceed expectations, doing everything we can to help our patients. We all realize we are in business to serve our patients.

- **Professional Excellence:** We will strive for continual professional and personal improvement. We will give our best every day. We will never stop learning, never stop trying to improve on every level. We will make strides to constantly improve ourselves and our ability to serve our patients. We will not settle for complacency. We will try and be better than we were yesterday. We will try and make people around us better.
- **Compassion:** We will be truly concerned about the well-being of our co-workers and our patients, always showing them respect. We will listen intently when someone confides in us. We will be sensitive and concerned for others feelings. We will show empathy with patients if they have struggles like high anxiety, lack of money and/or lack of perceived needs for treatment. We will always listen first. We will constantly try to put ourselves in the other person's shoes, trying to see the situation from their perspective.
- **Team Player:** We will always strive to be positive, dependable, helpful and making ourselves available to others. We will look past our personal position for the betterment of the team. We will seek out others to help when able. We will readily accept offered help when it will benefit the office as a whole. We will strive to be the type of person the rest of the team wants to be around. We will be as reliable and dependable as possible with missing time from work. We will be someone that can routinely be counted on to do not only our job, but to help accomplish the tasks of others.

Dental Assistant Protocol

Morning Arrival

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

Patient Arrival

- Greet patients 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 blood pressure
 - Ask patient 3 non-dental related questions
 - Confirm consent forms are signed
 - Place patient protective eyewear on
- Begin chart notes – add blood pressure to medical history tab as soon as blood pressure is complete
- Place topical if needed
- Get doctor and brief doctor in the hallway
 - Has the doctor met the patient before?
 - What procedures are we doing today?
 - Any concerns?
- Introduce patient to the doctor

Post Appointment – Dismissal

- Confirm all procedures correctly attached to today’s appointment
 - Correct providers selected
- Post Op instructions to patient if necessary
- Final blood pressure taken for anesthetized patients

- Confirm patient has recare appointment scheduled
- Lab scripts are completed prior to dismissing patient
- Complete route slip for front office handoff – with doctor signature
- No debris on the patient's face
- Take patient to front office and recap:
 - Today's treatment
 - Next visit – with time units needed
 - When next visit should take place
 - If patient (or patient's family members) need recare appointments
 - Thank patient
 - Dismiss yourself
 - Complete treatment notes
 - Breakdown room
 - Sterilize instruments according to sterilization protocol
 - Post op calls on all patients from prior day completed daily

End of Day

- All chart notes completed for patients seen
- Morning huddle prep form completed and ready for the next day's morning huddle
 - Treatment noted
 - X-rays needed
 - Medical History checked
- All rooms set for next morning procedures
- All cast pulled from models
- All models poured and completed
- All lab cases sent out
- Computers turned off
- All lines run
- Assigned rooms stocked

Monthly

- Replace traps
- Spores testing

- Clean sterilizer