

DENTAL ASSISTANT Job Description

Use the following rate scale for each numbered point:

- 1 = Did not achieve expectations 3 = Fully achieved expectations
2 = Partially achieved expectations 4 = Exceeded expectations

RATING

DA Doctor

Team Player:

- | | | |
|--|-------|-------|
| 1. Arrive each day with the focus and intent that is stated in the mission statement of the practice philosophy. | _____ | _____ |
| | _____ | _____ |
| 2. Be knowledgeable of office policies and procedures. | _____ | _____ |
| | _____ | _____ |
| 3. Arrive prepared to work at the appointed time each day. Once at the office, set personal issues aside so the work focus can be on the patients. | _____ | _____ |
| | _____ | _____ |
| 4. Be prepared to leave at the end of each day only after patient care is completed. | _____ | _____ |
| | _____ | _____ |
| 5. Be prepared for meetings, offer suggestions and listen with an open mind to the suggestions of others. | _____ | _____ |
| | _____ | _____ |
| 6. Be well acquainted and practiced in office emergency procedures. Bring emergency kit and assist doctor with patient. | _____ | _____ |
| | _____ | _____ |

Chairside Assisting:

- | | | |
|--|-------|-------|
| 1. Make sure the proper set-up for each procedure is in place before the patient and/or the doctor reach the operator. | _____ | _____ |
| | _____ | _____ |
| 2. Greet the patient in the reception room and escort them to the operator. Summarize today's visit. | _____ | _____ |
| | _____ | _____ |
| 3. Review and update the patient's health history. Both assistant and patient to sign the update form. | _____ | _____ |
| | _____ | _____ |
| 4. Assist the doctor at all times. | _____ | _____ |
| | _____ | _____ |
| 5. Take, process and mount x-rays. If digital, follow protocol. | _____ | _____ |
| | _____ | _____ |
| 6. If qualified: | _____ | _____ |
| • take intra-oral photos | _____ | _____ |
| • take impressions | _____ | _____ |
| • make temporary crowns | _____ | _____ |
| • pour and trim study models | _____ | _____ |
| • apply topical anesthetic | _____ | _____ |
| • apply rubber dam | _____ | _____ |
| 7. Keep the patient record current and accurate by charting all dental needs, services rendered, etc, as practice protocol dictates. | _____ | _____ |
| | _____ | _____ |
| 8. Provide appropriate educational literature, and customize the information by using a highlighter to attract their attention to their (and your) areas of concern. | _____ | _____ |
| | _____ | _____ |
| 9. De-brief the patient and build the benefit for their next visit. | _____ | _____ |
| | _____ | _____ |

SAMPLE AGENDA

Date: September 1 Type of meeting: Training

Meeting Start Time: 8:00 Meeting End Time: 9:00

Facilitator: Sasha Recorder: Carol

	Topic	Estimated Time	Initials
1	<u>Present 1st draft of Internal Credit Guidelines</u>	<u>20 minutes</u>	<u>SS</u>
2	<u>Review payment arrangement forms from last meeting</u>	<u>15 minutes</u>	<u>SS</u>
3	<u>Discuss how to update consult area</u>	<u>15 minutes</u>	<u>Dr. B</u>
4	<u>Quiz on fees for 15 most sought procedures</u>	<u>15 minutes</u>	<u>ML</u>
5	<u></u>	<u></u>	<u></u>
6	<u></u>	<u></u>	<u></u>
7	<u></u>	<u></u>	<u></u>

Pre-meeting preparation needed: Watch video on payment negotiation skills.

SAMPLE ACTION PLAN

Date: September 1 Recorder: Susan

What	By whom	By when
1. Practice payment arrangement negotiation skills	Susan, Marianne, Carol	9/8/20XX
2. Customize truth-in-lending form	Susan, Dr. Bicuspid	9/3/20XX
3. Call Care Credit and sign up for patient financing	Susan	9/2/20XX
4. Type Internal Credit Guidelines	Marianne	9/5/20XX
5. Customize sample collection letters	Susan	10/1/20XX
6.		
7.		
8.		
9.		
10.		