

APPENDIX A

Clinical Coordinator/Dental Assistant

Hygiene Assisting:

- Acquires a thorough understanding of the computer program Dentrix
- Sterilize and prepare Hygienist's and Dentist's trays
- Hygiene/Dentist operatory preparation and breakdown
- Accountable for asepsis in the office
- Assist with C.O.E charting and notes; aid in taking pictures
- Stocking Hygiene supplies
- Tracking Hygiene Inventory and relaying supply needs to the Office Manager
- Keeping on tops of all hygienists' and dentist's schedules, if running behind (or ahead) communicate with the schedule coordinators
- Communicate with the dental assistant(s) what exams are needed in the hygiene rooms and when. Be able to watch what is going on in the hygiene operatories and what is going on in the dentist's operatory and find the best time to get him/her in to do their recare exams.
- Help with Treatment Coordination and sit in on meetings regarding this, if asked to do so.

Sterilization

- Management of the sterilization center
- Scrubbing and handling instruments according to OSHA
- Keeping all patient clinical areas clean and tidy (i.e. patient sink, PANO area)
- Keeping x-ray aprons clean and hung ready for the next patient
- Wiping down all clinical areas after each patient is seen
- Maintains and tracks faults in the sterilizers
- Always wear your gloves, mask, and protective eye gear

MORNING HUDDLE –

- Review over the Schedule
- Report on:
 1. Possible problems in the schedule where there may not be room to help out (i.e. if there are too many exams at once, too many FMPs etc.)
 2. Where extra help may be needed in hygiene - x-rays or assistance needed with patient.
 3. Noting Pre Meds
 4. Noting when would be a good time for your lunch hour each day if the dentist and/or hygienists have staggering lunch hours.

END OF DAY

- Clean room after final patient
- Flush suction lines with pure vac cleaner
- Empty ultrasonic solution wipe counter
- Clean & Replace traps in room (once a week)
- Empty trash and take it out on Tuesdays and Thursdays

MISCELLANEOUS DUTIES

- Write notes as dictated by clinician
- Practice within OSHA guidelines and stay up on the standards. stay up on Bermuda laws and changes
- Look for ways to continually improve hygiene program and make it more productive while providing quality care.
- Be a great team player, always willing to help wherever is needed

APPENDIX B

Certified Restorative Dental Assistant

MORNING HUDDLE -

- A. Review over patient's charts for the day at least 2-3 days prior
- B. Report on:
 - Identify NP- Admin can share what they learned about the NP
 - ID patients difficult to anesthetize
 - Exam times with the hygiene schedule
 - Making sure appts are booked correctly according to the treatment plan
 - Incomplete treatment
 - NOTE any LAB work that needs to be done by the dentist
 - Medical Alerts
 - Personal PT info.
 - Where extra help may be needed
 - Identify any conflicts with the Doctor or HYG schedule
 - Special patient needs
 - If DA needs to have an appt during the day, they are to sort out coverage and okay it with the Office Manager before confirming their required appt. For the most part, appts should happen after 3pm on a Friday or during the lunch hour.
 - Fill out daily monitors
- C. Review over next confirmation day schedules and makes recommendations to the Coordinator

ACCOUNTABILITIES\DUTIES -

- A. Acquires a thorough understanding of the computer program Dentrix
- B. Chart auditing for patients in the dentist's schedule
- C. Operatory preparation and breakdown
- D. Keeping operatory and cabinets organized and neat. If you move anything, write down the name of the product and where it moved to in the Office Inventory book.

- E. Patient seating and dismissal
- F. Takes blood pressure and updates medical on each patient. Have patient rinse with hydrogen peroxide/water rinse for 1 minute and make sure topical anesthetic is placed correctly. Patient should be ready when the dentist enters the operatory.
- G. Explain procedure to the patient making sure they know why they are here and what to expect.
- H. 3-5 min check out (what was done, where it was done, any post-op instructions, ask if you can answer any questions they may have, let them know if they have any outstanding treatment and walk them to the front desk to let the restorative coordinator know what was completed and if they require any new appointments)
- I. Directly supports doctor by instrument transfer and high volume suction (4 handed dentistry)
- J. Gives patient post op & pre op instructions
- K. Takes radiographs, intraoral and extraoral pictures; scans with Itero for both impressions and for Invisalign.
- L. Type notes for the dentist when necessary
- M. Advises, counsels, restorative schedule coordinator on post op phone calls for patients after surgical treatment or bite/jaw related problems
- N. Sterilizing of instruments
- O. Treatment entry on computer
- P. Maintain and total daily monitors and compare to day sheets.
- Q. Daily maintenance of operatory supplies & instruments
- R. Communicate with restorative schedule coordinator what treatment needs to be done next
- S. Coordinates patient information with team
- T. Takes preliminary and study model impressions both digital and alginate; pours and trims models correctly
- U. Confirms shades, makes bleach and sports guards. Possible Nightguard fabrication when asked.
- V. Maintains inventory control system and lets the Office Manager know when materials/products need to be ordered, Maintain lab supplies
- W. Reviews daily lab cases making sure cases are back prior to appointment.
- X. Stay up on Bermuda laws and changes
- Y. Practice within OSHA guidelines and stay up on the standards.
- Z. Assist with Invisalign scans, pictures, attachments, and delivery.
- * Assist with Botox delivery if assisting certified dentist.

CASE PRESENTATION\MANAGEMENT

- A. Reviews details of diagnosed treatment, and treatment plans with patient
- B. Updates and records changes of treatment pending
- C. Integrates lab and clinical information to the doctor
- D. Reviews daily lab cases making sure cases are back prior to appointment

END OF DAY

- A. Clean room after final patient
- B. Clear and run disinfectant through lines
- C. Flush suction lines with disinfectant
- D. Clean and sterilize hand piece
- E. Empty ultrasonic solution wipe counter
- F. Complete daily monitor

TEAMWORK DUTIES

- A. Answer phones
- B. Confirm appointments.
- C. Check patients in & Check patients out.
- D. Call other Doctors offices to check on x-rays or information needed by either office by the other.
- E. Call medical offices to check on need for pre-med and get letters faxed over.
- F. Help with sterilization of instruments. .
- G Take x-rays
- H. Empty trash
- I. Seat patient for doctor and start emergency evaluation
- J. Clean and set up trays for assistants and hygienists
- K. Remove sutures
- L. Communicate information to other people in the office when there is a change in plans.
- M. Assist doctor in all Ops especially at the end of the day.
- N Write information on meeting list that needs to be discussed with the team
- O. Call patient if they are late or no show.
- P. Go over treatment plans and educates the patient.
- Q. Put sterile instruments away.
- R. Set patient complete
- S. Show respect to all team members

MISCELLANEOUS

We expect all team members to manage their downtime and use it wisely. Our dental practice is all about teamwork.

“We are not a team because we work together. We are a team because we respect, trust and care for each other.”