

JOB TITLE: Dental Assistant

You will report to: _____

GENERAL OBJECTIVES

Responsible for assisting the dentist in the clinical treatment of patients. Responsible for maintaining the appearance and order of the dental office clinical area.

SPECIFIC OBJECTIVES

Office Management

- Check to ensure that units are ready, stocked and clean at the beginning of each appointment
- Oversee cleanliness of operatory
- Help in other areas of the office when necessary (phones, unpacking supplies, moving dismissed patient records)
- Assist with putting away stock and UPS deliveries when necessary.

Patient Management

- Greet Patients when they sign in and monitor arrival time
- Seat patients and have proper setup for procedures
- At all times show care and concern for patients
- Try not to leave your patient unattended in the chair
- Take and develop diagnostic x-rays
- Take preliminary impressions for study casts and occlusal registrations for mounting study casts
- Pour, trim and polish study casts, fabricate temporary crowns, and bridges
- Orthodontics
- Anticipate and assist dentist's needs at all times
- Chart all patients record date, service rendered, and any charge
- Escort patients from the treatment room
- Complete patient's chart indicating procedure done today and check to see if there is any remaining treatment or if the patient needs a cleaning and if necessary make the patient an appointment before escorting to the front desk
- Perform clinical procedures as New York State allows
- Give patient instruction and demonstrate where necessary
- Monitor patient flow
- Update patient health history at every visit and patient information
- Perform other tasks as assigned by the dentist or your supervisor (this includes training new employees).

Office Participation

- Be an active participant in staff meetings
- Promote team concept by interacting with other in the office
- Lead by example. Follow policy and procedures noted in the Progressive Dental handbook and encourage other staff to do the same.
- Follow, adhere to and encourage other staff to adhere to Progressive Dental's code of conduct, posted in the office.

- Participate in creating and encouraging other staff to maintain a safe, non-hostile working environment for fellow employees and Doctors (no gossiping or negativity toward others).
- Praise others when you “catch them doing something good”.
- Follow and believe in Progressive Dental’s mission statement and encourage other staff to do the same.
 - Train, coach, and educate new personnel (including interns/externs)

PERSONNEL REQUIREMENTS

Education/Experience

- High school diploma
- 1-2 years’ office experience
- Legible handwriting for notations, memos, and messages
- Attend continuing education courses/seminars as directed

Interpersonal Skills and Expected behavior for this position

- Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members, and community
- An effective verbal skill to communicate with patients, doctors, and staff.
- Ability to communicate openly while maintaining professionalism and respecting others.
- Ability to be coached and be approachable.
- Ability to maintain patient confidentiality.
- Good listening skills.
- Ability to manage multi-tasks
- Ability to handle regular interruptions.
- Ability to work with the computer system and dental software.
- Ability to handle patient complaints, concerns, or questions.
- Ability to resolve conflict while being courteous and professional

I have received a copy of and understand my job description. I also have had the opportunity to ask any questions.

Employee _____ Date _____

Supervisor _____ Date _____

Last Edit 3/25/2021