

Position Title: Dental Assistant (DA)  
Employee Status: Non-Exempt  
Reports To: Beth Baker

**Job Summary:**

The DA assists in the performance of quality, caring, clinical dentistry by aiding the doctor smoothly and unobtrusively during examinations and treatment. The DA performs clinical and technical procedures under the supervision of a licensed dentist as well as prepares the operatory and equipment, gets the patient ready, and maintains awareness of the comfort and safety needs of patients.

**Michel Dental Core Values:**

**HONESTY-** We do the right thing for the right reasons. We tell the truth. We are accountable.

- We are honest with our time clock. We clock in and out for lunch and at the end of our day.
- If we make a mistake, we take ownership and take responsibility to correct it if possible.
- We are accountable for our own job performance and KPIs.

**CARING-** We make an effort to understand what the patient wants, and we are genuinely concerned for their comfort and well-being.

- We meet the patient where they are, even if this takes time away from our position, i.e. helping patients fill out forms electronically, and being understanding if they cannot afford treatment.
- If a patient is fearful, we help them to find a solution that will make them feel at ease.
- Be understanding when a patient has a preference for what clinician they see. We honor their request and adequately note it in their chart along with pop ups so all future staff are aware and can accommodate their request.

**TEAMWORK-** Each staff member is important. We know that working cohesively is critical to provide the best care for our patients.

- We understand that one job is not more important than another and that it takes each one of our jobs to keep the practice running. When we are in between patients or are done with our job, we help our team mates to complete the job by doing laundry, sterilization and asking our team mate what we can do to help them finish.
- We strive to help each other finish and leave at the same time for the day. We ensure that our operatories are stocked and organized before we leave for the day. We do not put off for tomorrow because there is a chance that our team mate will not have to take time out of patient time to stock and organize if I were to be gone.
- If we have information that ends to be entered in for an appointment or we have informed a



patient that we will get back to them, we make sure that this is done before leaving for the day and do not put off for tomorrow.

- We are self-aware. When we are talking with other team mates or when on our personal phones, we are aware that sometimes these conversations are better had that the end of the day or at break and can be perceived as unproductive and not helping the team.
- We understand that our role to the team is important and if we are not at work that someone else has to do double the work. We are not absent from our jobs excessively and strive to set all our appointments on our time off.

**EXCELLENCE-** We strive to continually improve and to consistently work to the best of our abilities. We deliver quality service and results.

- Meet KPIs
- Take necessary CEs or training to perform our jobs to the best of our ability.
- We understand that our infection control standards are of utmost importance, and we are responsible for the safety of our patients and ourselves.
- We understand that our speech, behavior and appearance are a direct reflection of Michel Dental, and we strive to be excellent in and out of the office.
- All charting is completed for the day and chart audits are done before leaving for the day.

**WELCOMING-** We greet with a smile and open our doors to people of all walks of life.

- We speak well of each of our teammates and our patients. We are self-aware of what we are saying and where we are saying them.
- When answering the phone, we have a smile on our face. The tone of the human voice changes when smiling. It is readily perceivable to the caller, and it sets the tone for the rest of the call.

**RELATIONSHIPS-** We strive to form genuine and meaningful relationships that last. Co-workers and patients are the most important part of our jobs.

- We trust each other.
- We are trustworthy in our work ethic and work performance.
- We treat each other respectfully and collaborate to be devoted and provide excellent care to our patients.

**KPIs:**

- Align with Dr. goals
- NP reappointment 95%
- Patient reappointment 95% Treatment and case acceptance 85%"



### **Essential Duties:**

- Records treatment information on the patient's chart, including treatment rendered, the type of treatment planned and the amount of chair time, doctor time and assistant time needed for next appointment.
- Assists the doctor by passing instruments, aspirating intra-oral fluids, mixing materials and medicaments during examinations or treatment.
- Provides customer service support to patients by escorting them to and from the treatment room and prepping them for care by the doctor.
- Takes radiographs as directed by the doctor. All radiographs are clinically acceptable before patient leaves chair.
- Prepares all treatment rooms including, but not limited to, set-up, decontamination, sterilization of all instruments, cleaning and restocking. Maintains cleanliness of the lab and sterilizing area.
- Maintains all chemical solutions, i.e., disinfectant soaks and sprays, sterilents, ultrasonic, and presoak.
- Reviews patient's medical history, progress from the previous visit, if applicable, and the scheduled treatment plan with each patient.
- Takes impressions for diagnostic and opposing models.
- Ensures lights, units, nitrous equipment and automatic processors are turned on prior to the first patient.
- Applies non-aerosol and non-caustic topical agents and fluoride. Removes post-extraction and periodontal dressings.
- Helps administer nitrous oxide to patients as applicable. Cleans hand pieces, vacuum traps, and sharp instruments. Performs TMJ, Oral Sleep Appliance and Embletta testing. Pours and trims study models.
- Calls lab for outgoing lab cases.
- Orders supplies.
- Maintains plaster trap and lab counter areas.
- Fabricates temporary crown, bridge and veneers. Makes minor acrylic adjustments to dentures or partials.

### **Knowledge/Skills/Abilities:**

- Skilled in the use of standard dental office equipment including: Autoclave, model trimmer, X-ray machine - Pano, Panoramic X-ray, ultrasonic, Oxygen and Nitrous Oxide, Laser, Intra Oral camera, Vacu-press, and hand pieces.
- Ability to take blood pressure, attach EKG leads, and read monitors. Knowledge of cross contamination and how to prevent it.
- Knowledge of OSHA regulations and changes.



- Ability to take radiographs, including FMX, Pano and anterior PA's.
- Knowledge of English composition, grammar, spelling, and punctuation. Skilled in the use of standard office equipment including: telephones, calculators, copiers, fax, computers, and computer software (MS Excel, Word, Practice Management software).
- Ability to engender trust from the doctors, co-workers, and patients. Ability to work cooperatively with management, staff, and patients.
- Ability to prioritize, organize, and complete tasks in a timely and independent manner.
- Ability to accept constructive criticism.
- Ability to understand and follow written and verbal instructions.
- Ability to collect data, establish facts, draw valid conclusions, and maintain confidentiality.
- Ability to communicate and express thoughts and ideas competently.
- Ability to quickly grasp relevant concepts regarding duties and responsibilities.

#### **Education / Experience:**

- High school diploma or equivalent
- Minimum of 3 year(s) relevant experience in the dental profession

#### **Special Requirements/Certifications/Licenses:**

- Valid X-ray certificate CPR & first aid certificate

#### **Physical and Environmental Requirements:**

- May be required to lift up to 30 lbs. or to roll a 90-pound machine on wheels from one area to another.
- Hand-eye coordination and hand, arm, and finger mobility for detailed work with objects.
- May be required to physically assist/lift drowsy patients after anesthesia. Active movement throughout the day: sitting, walking, standing, squatting, bending, stooping, reaching, etc. (not a sedentary position).
- Vision: close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Hearing: able to satisfactorily communicate with patients, doctor, and other staff members to ensure that verbal communication is clearly understood, particularly during emergency situations.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or operate equipment.
- May be required to administer CPR.
- Occasional exposure to toxic or caustic chemicals and radiation. Exposure to moderate noise levels.
- Exposure to hectic, fast-paced, high anxiety environments.
- Additional or different duties may be assigned occasionally at employer's discretion.

