

Position Title: Registered Dental Hygienist•  
Employee Status: Non-Exempt  
Reports To: Beth Baker

**Job Summary:**

The RDH is in a special position to provide our patients the most important health service: ongoing preventive oral care by cleaning, scaling and polishing teeth to prevent gum disease.

**KPIs:**

- Hygiene department produces 30% of overall office dental production (does not include sleep or TMJ)
- Produce 3x's hourly salary
- Re-appointment of patients is at least 95%
- Perio % is 40% or greater
- Treatment acceptance is 85%

**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 us to keep the practice running. When we are in between patients or are done with our job, we help our teammates to complete the job by doing laundry, sterilization and asking our teammates 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 what we can do today, because we do not know what tomorrow may hold.
- If we have information that needs 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 teammates 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.
- We alternate 4VBWs and 7VBWS every 12 months. On the opposite months we preform full mouth perio charting on all regular recare patients and every appointment for all perio maintenance appointments. We understand that if we do not do this it then causes one of our teammates to have to do BWS and perio charting all in one visit which can cause them to possibly run behind.

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

- Meet our 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. Including how we speak about our teammates and the practice.
- 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 it.
- 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.

#### **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.
- Takes radiographs as directed by the doctor.
- Records evaluation of periodontal conditions, occlusal relations and extent of prophylaxis on dental chart to ensure a complete diagnosis and proper treatment plan by the dentist.
- Provides customer service support to patients by escorting them to and from the treatment room.
- Administers Nitrous Oxide and Oxygen to patients as applicable.
- Takes impressions for diagnostic and opposing models.
- Applies non-aerosol and non-caustic topical agents and pit and fissure sealants.
- Removes excess cement from supragingival surfaces of teeth.
- Assists doctor during clinical exam and record findings and recommendations.
- Performs oral cancer exam on all patients.
- Scales, polishes, and applies fluoride to patient's teeth.
- Prepares all treatment rooms including, but not limited to, set-up, decontamination, sterilizing and sharpening all instruments, cleaning hand pieces and room, restocking supplies.
- Places and removes post-extraction and periodontal dressings.
- Sizes stainless steel crowns, temporary crowns, and bands.
- Inspects patient's oral cavity and charts lesions, existing restorations and missing teeth.
- Evaluates gingival health and health of all oral tissue.
- Executes root planing and Myofunctional evaluations.
- Educates patients on the importance of preventative care, the disease process and the role of bacteria; provides appropriate educational literature and instruction on home care.
- Polishes restorations and appliances (partials, dentures, etc.).
- Administers temporary cementation and removal of temporary crowns.
- Schedules patient's next treatment appointment, or communicates with appropriate staff to ensure this is done before patient leaves the practice.
- Implements and monitors recall system; contacts patients who are overdue for a recall.
- Helps fill the patient schedule when there are openings to keep production levels high each day.

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



- Ability to maintain composure and professionalism when exposed to stressful situations.
- Skilled in the use of an ultrasonic.
- Ability to perform scaling and root planning, take radiographs, and administer local anesthetic and Nitrous Oxide.
- Knowledge of OSHA regulations and changes.
- 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 understand and follow written and verbal instructions and accept constructive criticism.
- 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 1 year relevant experience as a hygienist

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

- Valid X-ray certificate
- Current RDH license
- CPR & first aid certificate
- Physical and Environmental Requirements:
  - May be required to lift up to 30 lbs. or 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 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 and hectic, fast-paced, high anxiety environments.
- Additional or different duties may be assigned occasionally at employer's discretion.



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