

Position Title: Hygiene Scheduling Coordinator  
Employee Status: Exempt  
Reports To: Beth Baker

**Job Summary:**

The associate is in a special position to provide patients with diagnosis of dental conditions upon examination, discussion of overall dental wellness, comprehensive treatment planning and providing the highest level of dental care during all clinical appointments.

**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 teammates to complete the job by doing laundry, sterilization and asking our teammate



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 teammate will not have to take time out of patient time to stock and organize if I am 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 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.

**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. 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 selfaware 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:**

Production goal \$6000 (with hygiene) on Monday, Tuesday and Thursdays.

\$9000 (with hygiene) on Wednesdays and \$3000 (with hygiene) on Fridays.

\$84,000 a month in Silver Lake and \$36,000 a month in Topeka.

Treatment acceptance 85%

Patient reappointment 95%

**Essential Duties:**

Ensures strength and future growth of the practice by providing excellent care to patients, cultivating respect and professionalism to the dental team.

Diagnose and treat patients with oral diseases.

Provide dentistry services such as cleaning, root canals, extractions, fillings, bridges, crowns, dentures and other oral services.

Educate patients about oral hygiene and preventive dental care.

Assists the practice in marketing efforts (i.e. lunches, dinners, study clubs, communications via email, telephone and texting, and anything else deemed necessary for the health of the practice.)

Seek the advice of the owner of the practice, should (s)he be unclear or unsure how to proceed with handling a situation in the care of any patient of the practice.

Ensure compliance with OSHA and dental board procedures.

Use dental instruments safely and effectively to avoid accidents.

Stay abreast with the latest developments in dentistry field.

Examine patients, obtain medical history and develop treatment plans.

Monitor patient progress and maintain treatment records.

Follow clinical protocols and financial policies previously established by Dr Michel.



Provide clear and concise clinical notation and documentation of every patient that you provide a service to.

Work with clinical and administrative staff to provide quality patient care services.

Communicate at a high level with entire team.

Address clinical issues promptly and accurately.

Mutual agreement to assist in practice productivity when another Doctor is away.

Ability to navigate Dentrix software with ease to aid in patient education.

Required to attend all staff meetings and team building exercises.

Insures and maintains safety of patients, personnel and other doctors by reporting any threats of workplace violence or harassment.

Is expected to inform the owner of any employee not maintaining safe work habits, i.e., PPE not being worn, lead aprons not being used, inappropriate use of the internet, substance abuse by personnel, HIPAA non-compliance, etc.

The associate doctor should follow the proper protocol for safely locking the office. (Note: not all personnel possess a key, therefore, the associate may have to wait until the employee's job is completed prior to departure).

The associate doctor appropriately and in a timely manner (unless an emergency) communicates his/her time out of the office so that the office maintains adequate doctor coverage and little to no conflict arises for personnel.

The associate doctor is an active participant in the annual performance evaluation/appraisals, new employee progress reports, and/or other types of employee reviews as deemed necessary by the owner of Michel Dental. The associate doctor may be required to serve as a witness of a termination.

The associate doctor is expected to provide ideas and make practice contributions to monthly team meetings as well as morning huddles/meetings.

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

Ability to maintain composure and professionalism when exposed to stressful situations.

Ability to perform scaling and root planning, take radiographs and administer local anesthetic.

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



and Dentrrix).

Ability to discuss dental products with patients i.e. electric toothbrushes, oral rinses, whitening, desensitizing agents, etc.

Ability to provide patients with our fees for services upon request.

Ability to engender trust from 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 feedback.

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.

Ability to offer feedback during a group discussion.

Education:

DMD or DDS

Special Requirements/Certifications/Licenses:

Valid x-ray certificate.

Current State license.

Current DEA license.

Current Anesthesia license if able to administer Nitrous Oxide.

CPR and first aid certificate.

Maintain all CE requirements.

Current malpractice and liability insurance coverage.

**Physical and Environmental Requirements:**

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, 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, or a satisfactorily-equivalent method of communication.

Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or operate equipment.



May be required to administer first aid or 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.



3033 SW Villa West Dr, Topeka, KS 66614 • 400 S Circle Dr. Silver Lake, KS 66539  
785-273-0801 • office@micheldental.com • MichelDental.com