

# York County Community Action Corp.

## Nasson Health Care

### DENTAL ASSISTANT

#### Job Description

**REPORTS TO:** Dental Director

**STATUS:** Nonexempt Full Time

**PAY GRADE:** 5

#### **PURPOSE:**

The dental assistant works collaboratively with a team of health professionals to provide comprehensive primary care dental services while utilizing the Patient-Centered Medical Home model of care delivery. The dental assistant is responsible for assisting the dentist and dental hygienist in the direct provision of care according to state regulation and dental practice protocols.

#### **RESPONSIBILITIES:**

1. Sterilizes, prepares and conducts inventory control of dental instruments and supplies.
2. Communicates clearly and documents all patient information accurately in an electronic dental record system.
3. Serves as chair-side assistant to dentist and dental hygienist.
4. Prepares operatory for patient treatment.
5. Exposes and develops dental radiographs
6. Performs independent procedures as delegated and directed by the dentist
7. Maintains dental program equipment in accordance with manufacturer's directions.
8. Maintains all dental program areas in compliance with agency policies and procedures relative to infection control, exposure control and safety issues.
9. Insures the proper disposal of all contaminated or potentially contaminated materials.
10. Applies principles of aseptic technique and infection control.
11. Carries out patient triage and assessment tasks
12. Prepares x-ray equipment for triage and assessment according to established protocols
13. Manages dental supply inventory.
14. Monitors patient flow, coordinates dental treatment room utilization, and takes steps to minimize wait times for patients and program staff.
15. Manages all incoming program communication, including phone calls, voice mail, electronic messages through standard email and the patient portal system, faxed messages, and written letters. Addresses inquiries directly or forwards them to the appropriate staff through call transfers or tasking through the electronic medical record system.
16. Performs a variety of administrative support duties related to patient registration, appointment scheduling, appointment check-in and check-out, the call center, patient accounts and medical information management.
17. Carries out new patient orientation sessions; addresses:
  - a. core components of Patient Centered Medical Home Standards
  - b. provider and patient responsibilities
  - c. the integration of medical, behavioral health and dental care
  - d. shared decision making

- e. patient self-care planning
- 18. Travels when necessary to meet operational needs.
- 19. Collaborates with other practice team members to carry out structured quality improvement activities.
- 20. Maintains patient confidentiality at all times.
- 21. Displays a professional manner and image.
- 22. Participates with integration of patient's dental health services with other health center services
- 23. Must not have an active record on the System for Award Management (SAM) website.
- 24. Performs other duties as assigned, or as necessary to fulfill the position.

**QUALIFICATIONS:**

- 1. High school diploma or GED
- 2. Completion of accredited course in dental assisting preferred
- 3. Minimum of three years' experience in a dental practice.
- 4. Radiographic certification in Maine
- 5. Certified Dental Assistant standing preferred
- 6. Ability to attend to multiple tasks at the same time and to prioritize assignments and responsibilities.
- 7. Strong computer skills with proficiency in Microsoft Word, Excel and Outlook, and one Meaningful Use-certified electronic medical record system.
- 8. Ability to effectively develop and nurture relationships with a diverse group of stakeholders.
- 9. Strong written and verbal communication skills.
- 10. Working knowledge of Patient Centered Medical Home standards and HIPAA privacy regulations.
- 11. Working knowledge of Quality Assurance/Quality Improvement principles.
- 12. A high level of personal and professional integrity, quality standards and respect for the dignity of all patients and colleagues.
- 13. Excellent judgment, flexibility, good humor, and ability to follow directions.
- 14. The ability to be task oriented and patient focused; in possession of excellent phone and customer service skills.
- 15. Willingness to work some non-traditional hours, e.g. evenings and weekends, and coordinate time off with other program staff.
- 16. Applies critical thinking skills in performing patient assessment and care.
- 17. Supports the attainment of optimal, patient-centered outcomes defined by a care planning process between providers, patients, and family members.
- 18. Works as part of a team and supports integration of medical, behavioral health and dental care.
- 19. Actively advocates for patients and supports patient participation in decision making. Applies active listening skills and demonstrates empathy in communicating with patients and their families.
- 20. Demonstrates respect for diversity in serving patients and families.
- 21. Demonstrates proficiency in using the electronic dental record and practice management systems
- 22. Maintains patient confidentiality at all times.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

**Responsibility for Safety and Health:**

1. Follow established standard and safety precautions in the performance of all duties.
2. Report to the Operations Manager any hazardous condition or equipment immediately.
3. Attend required safety trainings.

**Physical Requirement:**

Physical Essential Functions of the position

Bending	<input type="radio"/>	Sitting	F	N (Not applicable)
Carrying	<input type="radio"/>	Standing	<input type="radio"/>	O (Occasionally) on/off up to 3 hrs. per day
Driving	<input type="radio"/>	Talking	F	F (Frequently) on/off up to 6 hrs. per day
Handling	<input type="radio"/>	Walking	<input type="radio"/>	C (Constantly) all the time, over 6 hrs. per day
Hearing	F	<u>Lift/Carry</u>		
Keyboarding	<input type="radio"/>	20 lbs or less	<input type="radio"/>	
Kneeling	<input type="radio"/>	<u>Push/Pull</u>		
Reaching	<input type="radio"/>	12 lbs or less	<input type="radio"/>	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.