

Managing the Dental Team

ADA's Guidelines for Practice Success™ (GPS™)

Sample Job Description: Dental Assistant

This information provided courtesy of [The ADA Practical Guide to Creating and Updating an Employee Policy Manual](#), a publication of the American Dental Association.

Note: Content and expanded functions may vary in accordance with state dental practice acts.

Dental Assistant
Reports to: _____
PRIMARY RESPONSIBILITIES
Responsible for assisting the dentist in the clinical treatment of patients
SPECIFIC DUTIES
Patient Management
<ul style="list-style-type: none"> ◦ Greet patients when they sign in and monitor arrival time ◦ Set up treatment rooms for procedures ◦ Escort patients to treatment room ◦ Seat patients in treatment rooms ◦ Show care and concern, and help patients feel comfortable ◦ Obtain and review health histories according to office protocol ◦ Ensure patients are always attended ◦ Anticipate and assist dentist's needs ◦ Perform expanded functions and other tasks as assigned by the dentist ◦ Mix dental materials ◦ Ensure patients' questions are answered thoroughly before they leave ◦ Chart patients and record date, service rendered and any charges ◦ Escort patients from the treatment room ◦ Ensure proper treatment notes are recorded in patient's chart ◦ Perform clinical procedures as practice act allows and as directed by dentist ◦ Give patient instruction and demonstrate when necessary ◦ Monitor patient flow ◦ Notify Treatment Coordinator if a patient should be called in the evening after a difficult appointment
Treatment Room Management and Sterilization
<ul style="list-style-type: none"> ◦ Keep dental units ready, stocked and clean ◦ Oversee cleanliness of the treatment room according to sterilization procedures ◦ Disinfect treatment rooms according to OSHA regulations ◦ Sterilize all instruments and handpieces according to OSHA regulations ◦ Keep trays, instruments and treatment room drawers organized ◦ Ensure that office sterilization procedures document is on display ◦ Promptly send out and monitor all dental laboratory cases ◦ Implement the preventative maintenance/cleaning schedule for dental equipment ◦ Maintain dental office emergency kits and nitrous and oxygen tanks ◦ Follow laboratory procedures according to office protocol

Records Management

- Securely store and handle patient records in compliance with state and federal requirements, including the HIPAA privacy and security regulations
- Accurately file patient information
- Arrange patient charts and radiographs for next day's appointments
- Track cases and referrals to and from other doctors
- Assist in the administration of the recall system

Inventory Management

- Monitor inventory and order dental office supplies as needed
- Ensure that treatment rooms are stocked at all times

Office Participation

- Help in other areas of the office when necessary (i.e., answering phones, unpacking supplies, completing insurance forms, moving former patient records, etc.)
- Be an active participant in team meetings
- Promote team concept by interacting with others in the office

PERSONNEL REQUIREMENTS

Education/Experience

- High school diploma or equivalent
- Graduate of accredited dental assisting program or dental assisting experience preferred
- Coursework in dental instruments and procedures
- Compliance with state dental practice requirements (e.g., x-ray requirements, OSHA training)
- Computer skills **[list computer skills required and any specific dental software]**
- Commitment to CE for career development

Interpersonal

- Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community
- Effective verbal skills to communicate with patients and staff

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