

## DENTAL ASSISTANT SERIES

| <u>Code No.</u> | <u>Class Title</u>   | <u>Occ. Area</u> | <u>Work Area</u> | <u>Prob. Period</u> | <u>Effective Date</u> | <u>Last Action</u> |
|-----------------|----------------------|------------------|------------------|---------------------|-----------------------|--------------------|
| 0197            | Dental Assistant I   | 12               | 445              | 6 mo.               | 11/15/09              | Rev.               |
| 4528            | Dental Assistant II  | 12               | 445              | 6 mo.               | 11/15/09              | Rev.               |
| 0198            | Dental Assistant III | 12               | 445              | 6 mo.               | 11/15/09              | Rev.               |
| 0199            | Dental Assistant IV  | 12               | 445              | 6 mo.               | 11/15/09              | Rev.               |

### *Promotional Line: 211*

#### Series Narrative

Dental Assistants provide assistance to dental students or instructors/faculty/residents in rendering services in a paradental and/or dental education program. They receive and prepare patients for dental treatment; assist the dental student or instructors/faculty/residents at the chair or bedside in either restorative (nonsurgical) dentistry or oral surgical operations; sterilize and arrange instruments, materials, and equipment for use by the dental student or instructors/faculty/residents; and maintain records of patients' appointments, examinations, and treatments. They may perform dental X-ray work and assist the dental student or instructors/faculty/residents when working with artificial dentures. They may also assist or instruct dental assistant students in the theory and practice of dental assisting.

#### DESCRIPTIONS OF LEVELS OF WORK

##### **Level I: Dental Assistant I**

**0197**

Employees at the entry level provide routine dental assistance to a dental student or instructors/faculty/residents in rendering dental services to patients; perform related duties involving simple laboratory procedures; maintain records; and assist with keeping an inventory of supplies.

A Dental Assistant I typically –

1. arranges equipment, pre-tray setups, dental materials and supplies, and patients' records
2. provides assistance during dental procedures by transferring instruments, manipulating dental materials, retracting and evacuating oral cavity, and assisting with sedations
3. answers patients' inquiries (on phone or in person); receives and seats patients; and prepares patient for exam/procedure
4. assists dental student or instructors/faculty/residents in administering first aid measures to patients
5. dismisses patients, assisting them from office and procedure room; enters services rendered on patient's record; cleans operatory; and arranges next appointment
6. performs simple laboratory procedures (such as pouring impressions, sterilizing instruments, and fabricating acrylic impression trays)
7. assists Dental Assistant Supervisor in the ordering, stocking, inventorying and distribution of supplies
8. recording treatment information in patient records

9. communicates directly with patients as guided by the student or instructors/faculty; communicates in an appropriate and positive manner to guide and re-assure patients, as well as support the patient care mission of the institution
10. sterilizes and disinfects equipment and materials as based on facility protocol
11. performs other related duties as assigned

**Level II: Dental Assistant II****4528**

Employees at this level provide advanced assistance to a dental student or instructors/faculty/residents in rendering dental services and are expected to anticipate their needs; performs related specialized laboratory procedures; helps maintain the operating efficiency of a clinic; and instructs dental assistant students in the techniques, theory, and practice of dental assisting.

A Dental Assistant II typically –

1. provides assistance during dental procedures by transferring instruments, manipulating dental materials, retracting and evacuating oral cavity, and assisting with sedations
2. arranges equipment, pre-tray setups, dental materials and supplies, and patients' records
3. reports on malfunctioning operator or x-ray equipment to appropriate personnel; helps identify and report general maintenance problems in the clinic
4. assists supervisor in the ordering, stocking, inventorying and distribution of supplies and equipment; ensures supplies and equipment are clean and put away after use
5. instructs dental students in utilization of services of dental assistants
6. exposes, processes, and mounts dental radiographs under the direction of a dentist or dental X-ray technician
7. instructs dental assistant students in the techniques, theory, and practice of dental assisting
8. instructs patients in proper oral hygiene, as directed
9. prepares, organizes, and packs instruments and supplies for hospital cases
10. communicates directly with patients as guided by the student or instructors/faculty; communicates in an appropriate and positive manner to guide and re-assure patients, as well as support the patient care mission of the institution
11. sterilizes and disinfects equipment and materials as based on facility protocol
12. performs duties comparable to those associated with the next lower level in this series and other related duties as assigned

**Level III: Dental Assistant III****0198**

Employees at this level direct/supervise persons and/or-performing specialty driven activities and manage the operations of a specific dental clinic. Employees at this level provide advanced assistance to a dental student or instructors/faculty/residents in rendering dental services and are expected to anticipate their needs; performs related specialized laboratory procedures; assists with hospital and laboratory cases; and instructs dental assistant students in the techniques, theory, and practice of dental assisting.

A Dental Assistant III typically –

1. provides assistance during dental procedures by transferring instruments, manipulating dental materials, retracting and evacuating oral cavity, and assisting with sedations
2. is responsible for a high level of asepsis in the clinic
3. determines need, orders, stores, and keeps inventory of supplies and equipment used in the clinic
4. is responsible for the maintenance and overall operating efficiency of equipment in the clinic
5. directs/supervises persons performing dental assisting activities, determining needs of the clinic schedule and assigning and evaluating work; may also assist in hiring new dental assistants
6. exposes, processes, and mounts dental radiographs under the direction of a dentist or dental X-ray technician
7. instructs dental assistant students and/or dental students in specialized procedures; evaluates their performance while assigned to the clinic
8. prepares, organizes, and packs instruments and supplies for hospital cases
9. oversees patient education (oral hygiene, maintenance, or prosthesis)
10. directs/supervises and assists personnel in providing ambulatory services to patients; may assign cases to doctors
11. ensures equipment and supplies are available for laboratory cases and that laboratory cases are available
12. prepares study and work molds
13. sharpens instruments
14. communicates directly with patients as guided by the student or instructors/faculty; communicates in an appropriate and positive manner to guide and re-assure patients, as well as support the patient care mission of the institution
15. performs duties comparable to those associated with the next lower level in this series and other related duties as assigned

**Level IV: Dental Assistant IV****0199**

Employees at this level may assist faculty members in the review, modification, coordination, and implementation of a parodontal education program and/or dental assistant utilization program. Employees at this level also supervise persons performing dental assisting activities and/or manage the operation of a specific dental clinic area or another related program.

A Dental Assistant IV typically –

1. is responsible for a high level of asepsis in the clinic
2. instructs dental assistant students and/or dental students in specialized procedures; evaluates their performance while assigned to the clinic
3. determines need, orders, stores, and keeps inventory of supplies and equipment used in the clinic
4. assists in classroom and laboratory instruction of dental assistant students and/or dental students
5. reviews curriculum and teaching methods of a dental assistant education program and/or dental assistant utilization program
6. directs and coordinates staff functions of the unit with accountability for results produced; supervises or oversees significant operational program
7. analyzes work requirements for staff of the unit with responsibility for establishing guidelines and implementing actions necessary to effectively accomplish the work
8. communicates directly with patients as guided by the student or instructors/faculty/residents; communicates in an appropriate and positive manner to guide and re-assure patients, as well as support the patient care mission of the institution
9. performs duties comparable to those associated with the lower levels in this series and other related duties as assigned

**MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:****Level I: Dental Assistant I****0197****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. **One year (12 months)** of experience or training:
  - a. formal training in dental assisting techniques and procedures
  - b. work experience in dental assisting

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. Communication skills  
(the ability to clearly relay information through speech and to understand what others say)

2. Customer service orientation  
(assessing patient needs, meeting quality standards for service, and evaluating patient satisfaction)
3. Knowledge of dental procedures and medicine as they pertain to dental assistance  
(e.g., knowledge of four-handed dentistry)
4. Applied knowledge of laboratory procedures  
(sterilizing instruments, pouring impressions, exposing dental x-rays, etc.)
5. Clerical skills  
(managing files and records, designing forms, managing inventory, etc.)
6. Computer knowledge  
(working knowledge of computers and computer systems)
7. Written composition  
(the ability to compose well-written material and knowledge of grammar, punctuation and spelling)

**Level II: Dental Assistant II****4528****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. **Two years (24 months)** of experience:
  - a. Work experience in dental assisting comparable to that performed at the Dental Assistant I level of this series.

OR

  - b. Current Certification as a Certified Dental Assistant (CDA) by the Dental Assisting National Board, if required by the employing institution

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. Knowledge of dental procedures and medicine as they pertain to dental assistance  
(e.g., knowledge of four-handed dentistry)
2. Communication skills  
(the ability to clearly relay information through speech and to understand what others say)
3. Customer service orientation  
(assessing patient needs, meeting quality standards for service, and evaluating patient satisfaction)
4. Applied knowledge of laboratory procedures  
(sterilizing instruments, pouring impressions, exposing dental x-rays, etc.)
5. Clerical skills  
(managing files and records, designing forms, managing inventory, etc.)

6. Written composition  
(the ability to compose well-written material and knowledge of grammar, punctuation and spelling)
7. Computer knowledge  
(working knowledge of computers and computer systems)

**Level III: Dental Assistant III****0198**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. **Two years (24 months)** of experience in dental assisting comparable to that performed at the Dental Assistant II level of this series, including experience in four-handed dentistry
2. Current certification as a Certified Dental Assistant (CDA) by the Dental Assisting National Board (DANB), if required by the employing institution

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Supervisory ability  
(the ability to motivate, develop, and direct people as they work)
2. Knowledge of dental procedures and medicine as they pertain to dental assistance  
(e.g., knowledge of four-handed dentistry)
3. Communication skills  
(the ability to clearly relay information through speech and to understand what others say)
4. Customer service orientation  
(assessing patient needs, meeting quality standards for service, and evaluating patient satisfaction)
5. Applied knowledge of laboratory procedures  
(sterilizing instruments, pouring impressions, exposing dental x-rays, etc.)
6. Clerical skills  
(managing files and records, designing forms, managing inventory, etc.)
7. Computer knowledge  
(working knowledge of computers and computer systems)
8. Written composition  
(the ability to compose well-written material and knowledge of grammar, punctuation and spelling)

**Level IV: Dental Assistant IV****0199**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. **Three years (36 months)** of supervisory work experience of persons and/or performing-specialty driven duties including four-handed dentistry; and expanded-duties dental hygienist, and/or an oral health counselor
2. Current certification as a Certified Dental Assistant (CDA) by the Dental Assisting National Board, if required by the employing institution

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Supervisory ability  
(the ability to motivate, develop, and direct people as they work)
2. Knowledge of dental procedures and medicine as they pertain to dental assistance  
(e.g., knowledge of four-handed dentistry)
3. Applied knowledge of laboratory procedures  
(sterilizing instruments, pouring impressions, exposing dental x-rays, etc.)
4. Customer service orientation  
(assessing patient needs, meeting quality standards for service, and evaluating patient satisfaction)
5. Communication skills  
(the ability to clearly relay information through speech and to understand what others say)
6. Computer knowledge  
(working knowledge of computers and computer systems)
7. Clerical skills  
(managing files and records, designing forms, managing inventory, etc.)
8. Written composition  
(the ability to compose well-written material and knowledge of grammar, punctuation and spelling)