

DENTAL ASSISTANT SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
0197	Dental Assistant I	12	445	6 mo.	02/15/22	Revised
4528	Dental Assistant II	12	445	6 mo.	02/15/22	Revised
0198	Dental Assistant III	12	445	6 mo.	02/15/22	Revised
0199	Dental Assistant IV	12	445	12 mo.	02/15/22	Revised

Promotional Line: 211

Series Narrative

Dental Assistants provide assistance to dental students or instructors/faculty/residents in rendering services in a parodontal and/or dental education program. Receives and prepares patients for dental treatments; assist the dental students 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, adhering to all OSHA safety policies and HIPPA procedures. Aid in the retraction of soft tissues and evacuation of the oral cavity of debris to maintain a clear field. They expose dental diagnostic X-rays and assist the dental student or instructors/faculty/residents. They assist or instruct dental 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. exposes digital and film-based dental radiographs under the direction of a dentist or dental X-ray technician, demonstrating all radiographic techniques and radiation protection;
4. answers patients' inquiries (on phone or in person); receives and seats patients; and prepares patient for exam/procedure;
5. assists dental student or instructors/faculty/residents in administering first aid measures to patients;

6. dismisses patients, assisting them from office and procedure room; enters services rendered on patient's record; cleans operatory; and arranges next appointment;
7. responsible for high level of asepsis in the dental operatory before receiving, during treatment, and following dismissal of patients according to OSHA guidelines;
8. performs simple laboratory procedures (such as pouring impressions, sterilizing instruments, and fabricating acrylic impression trays);
9. assists supervisor in the ordering, stocking, inventorying and distribution of supplies; ensures supplies and equipment are clean and put away after use;
10. recording treatment information in electronic patient records;
11. 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 supports the patient care mission of the institution;
12. cleans and sterilizes all supplies, instruments, and placing disposable barriers on equipment required for patient treatment based on facility protocol;
13. reports on malfunctioning operatory or x-ray equipment to appropriate personnel; helps identify and report general maintenance problems in the clinic;
13. 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 operatory 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 digital, con-beam, computed tomography (CBCT), and film-based dental radiographs under the direction of a dentist or dental X-ray technician, demonstrating all radiographic techniques and radiation protection;
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;
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. cleans and sterilizes all supplies, instruments, and placing disposable barriers on equipment required for patient treatment based on facility protocol;
12. takes, pours, trims, and polishes study casts and models;
13. 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 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. responsible for evaluating high level of asepsis in the dental operator before receiving, during treatment, and following dismissal of patients according to OSHA guidelines;
3. determines needs, orders, stores, and keeps inventory of supplies and equipment used in the clinic;
4. responsible for the maintenance and overall operating efficiency of equipment in the clinic;
5. supervises persons performing dental assisting activities, determining needs of the clinic schedule and assigning and evaluating work; assist in hiring new dental assistants;

6. expert in exposing digital, con-beam computed tomography (CBCT), and film-based dental radiographs; trains lower level staff on technique under the direction of a dentist or dental X-ray technician, demonstrating all radiographic techniques and radiation protection;
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;
9. oversees pre and post-operative patient education (oral hygiene, maintenance, or prosthesis);
10. supervises and assists personnel in providing ambulatory services to patients; assign cases to doctors;
11. ensures equipment and supplies are available for laboratory cases and that laboratory cases are available;
12. ensures all instruments are sharpened as required;
13. communicates directly with patients as guided by the student or instructors/faculty;
14. 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 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. responsible for overseeing high level of asepsis in the dental operatory before receiving, during treatment, and following dismissal of patients according to OSHA guidelines;
2. instructs dental assistant students and/or dental students, and/or residents 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. assists department leadership in establishing clinical best practices and implementing appropriate training as needed;
8. analyzes work requirements for staff of the unit with responsibility for establishing guidelines and implementing actions necessary to effectively accomplish the work;
9. 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;
10. performs duties comparable to those associated with the lower levels in this series and other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS

Level I: Dental Assistant I

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

Based on institutional requirements and accreditation for each position:

1. High school diploma or equivalent.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge and techniques in dental procedures and medicine as they pertain to dental assistance (e.g., knowledge of four-handed dentistry).
2. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
3. Ability to perform functions of administrative and clerical procedures managing files and records, designing forms, and managing inventory.
4. Knowledge of computers to input data, access information, and/or create materials and documents using a variety of clinical software applications.
5. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
6. Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
7. Skill in interpersonal verbal and written communication.

8. Ability to build rapport with patients.
9. Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
10. Ability to remain continuously on task for several hours while sitting, standing or moving.
11. Ability to demonstrate sensitivity, confidentiality and respect when speaking with patients, peers, faculty and staff.
12. Ability to help patients feel comfortable before, during, and after dental procedures; communicates in an appropriate and positive manner to guide and re-assure patients.

Level II: Dental Assistant II**4528**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or equivalent.
2. Any one of the following categories:
 - a. **Six (6 months) of work experience** in dental assisting comparable to that performed at the Dental Assistant I level of this series.
 - b. Graduation from an accredited Dental Assisting School.
 - c. Current Certification as a Certified Dental Assistant (CDA) by the Dental Assisting National Board, if required by the employing institution.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge and techniques needed in dental procedures and medicine as they pertain to dental assistance (e.g., knowledge of four-handed dentistry).
2. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
3. Knowledge of computers to input data, access information, and/or create materials and documents using a variety of clinical software applications.
4. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
5. Ability to perform functions of administrative and clerical procedures managing files and records, designing forms, and managing inventory.

6. Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
7. Skill in interpersonal verbal and written communication.
8. Ability to build rapport with patients.
9. Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
10. Ability to remain continuously on task for several hours while sitting, standing or moving.
11. Ability to demonstrate sensitivity, confidentiality and respect when speaking with patients, peers, faculty and staff.
12. Ability to help patients feel comfortable before, during, and after dental procedures; communicates in an appropriate and positive manner to guide and re-assure patients.

Level III: Dental Assistant III**0198**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. **Two years (24 months)** of work 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.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Ability to effectively plan, delegate, and supervise the work of others.
2. Knowledge and techniques needed to diagnose and treat dental injuries, diseases, and deformities. This includes symptoms, treatments, and preventive dental measures.
3. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Knowledge of computers to input data, access information, and/or create materials and documents using a variety of clinical software applications.
5. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
6. Ability to perform functions of administrative and clerical procedures managing files and records, designing forms, and managing inventory.

7. Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
8. Skill in interpersonal verbal and written communication.
9. Ability to build rapport with patients.
10. Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
11. Ability to remain continuously on task for several hours while sitting, standing or moving.
12. Ability to demonstrate sensitivity, confidentiality and respect when speaking with patients, peers, faculty and staff.
13. Ability to help patients feel comfortable before, during, and after dental procedures; communicates in an appropriate and positive manner to guide and re-assure patients.

Level IV: Dental Assistant IV**0199**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. **Three years (36 months)** of work experience in dental assisting comparable to that performed at the Dental Assistant III level of the series; or as an expanded-duties dental assistant, or as 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.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Ability to effectively plan, delegate, and supervise the work of others.
2. Knowledge and techniques needed in dental procedures and medicine as they pertain to dental assistance (e.g., knowledge of four-handed dentistry).
3. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Knowledge of computers to input data, access information, and/or create materials and documents using a variety of clinical software applications.
5. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
6. Ability to perform functions of administrative and clerical procedures managing files and records, designing forms, and managing inventory.

7. Skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
8. Skill in interpersonal verbal and written communication.
9. Ability to build rapport with patients.
10. Ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
11. Ability to remain continuously on task for several hours while sitting, standing or moving.
12. Ability to demonstrate sensitivity, confidentiality and respect when speaking with patients, peers, faculty and staff.
13. Ability to help patients feel comfortable before, during, and after dental procedures; communicates in an appropriate and positive manner to guide and re-assure patients.