

SURGICAL CHAIRSIDE DENTAL ASSISTANT / OFFICE ASSISTANT

Position Title: Surgical Chairside Dental Assistant / Office Assistant Practice Limited to Periodontics

Employee Status: Non Exempt

Reports To: The Surgical Chairside Dental Assistant / Office Assistant works under the Employer's direct supervision.

Job Summary:

To work as a team member to assist in the performance of quality and caring clinical periodontal and implant treatment; to become adept at assisting in assigned clinical procedures; to aid the doctor smoothly and unobtrusively. To assist and perform allowed clinical and technical procedures under the supervision of a licensed dentist / periodontist. To get the patient ready for examination or procedure, prepare the treatment room and equipment, assist the doctor during examinations and treatment, and properly clean and sterilize all instruments utilized. The Surgical Chairside Dental Assistant / Office Assistant is responsible for maintaining properly disinfected treatment, laboratory, and sterilization areas. To maintain awareness of comfort and safety needs of patients. To maintain and record equipment and inventory utilized. Must adhere to all required OSHA and health regulations.

To assist with the coordination, integration and representation of all facets of patient services. Meet and greet patients and make them feel welcomed and relaxed. Answer the telephone, schedule appointments, communicate with patients regarding scheduling options, maintain patient records, both paper and electronic, and coordinate patient flow. Communicate with referring doctors, doctor's offices, vendors and people of interest to the practice to build positive relationships with the practice. To assist in managing the daily, weekly, and monthly schedule in order to meet the practice production and collection goals. Compile data and operate office equipment and computer software to maintain business records and reports. Create and manage insurance claims and pre-determinations of benefits made on behalf of patients of the practice. Solicit, accept, and accurately record payment for services rendered on behalf of the practice. Accurately record and maintain records for biologic materials utilized in the operation of the practice.

Qualifications:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High school diploma or equivalent. It is preferred that the person who fills this position has at least 1 year of experience in the dental profession, but it is not essential. Knows how to administer CPR and first aid.

Certificates, Licenses and Registrations:

X-ray certificate (preferred), coronal polish (preferred), CPR certificate.

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Knowledge:

Can competently perform and assist in the clinical and technical dental / periodontal procedures required of a Certified / Registered Dental Assistant. Can take quality conventional and digital radiographs, including full mouth series, panoramic, occlusal and individual periapical films. Knows how to administer CPR and first aid. Knows how to take accurate blood pressure readings using a non-invasive blood pressure (NIBP) pulse-oximeter instrument, a wrist blood pressure cuff and a conventional sphyngmomanometer and stethoscope. Knows how to attach ECG leads to patients and can read and understand the blood pressure, the pulse, the oxygen saturation values on a pulse oximeter. Has a thorough understanding of cross contamination and how to prevent it. Keeps informed and updated on OSHA regulations.

Knows CDC guidelines.

Skills:

Knows how to work with: personal computer, dental practice management software, document scanner, ultrasonic bath, autoclave, lathe, model trimmer, digital radiograph sensors, digital SLR camera with ring flash and macro lens, Cavitron® ultrasonic unit, dental implant motor and handpiece, automated external defibrillator, pulse oximeter, and vacuum-press. Is proficient at corresponding via texting and e-mail and can include attachments.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to do detailed work, using arms, hands, and fingers to handle and feel objects worked with. The employee intermittently is required to sit, stand, walk, stoop, bend or reach throughout the day. Good eye-hand coordination and manual dexterity is needed. Specific vision abilities include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Must be physically able to administer CPR.

The employee may have to physically assist drowsy patients after anesthesia. May have to lift up to 25 pounds, roll a 90-pound anesthesia machine and a full 35-gallon drum of expended chemicals on wheels from one area to another. (When required by the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals and risk of radiation. The noise level is usually moderate. Since everyone within the practice works on a time schedule governed by patient's appointments, the work and general environment can become somewhat hectic at times. Therefore, it is essential that the employee is able to, both physically and emotionally, effectively handle the normal anxieties associated with the job.

Competencies:

- Is able to “get along” well with fellow employees. Treats all with respect and courtesy.
- Can work well in teams of co-workers.
- Can accept constructive criticism.
- Has a desire and ability to work well with the public.
- Is organized, motivated, committed and self-directed.
- Has a positive attitude about the practice and the services provided.
- Ability to communicate - expresses thoughts and ideas competently.
- Increases knowledge and skills through self-study and by attending courses and seminars.
- Able to understand relevant concepts regarding duties and responsibilities.
- Has dependable job attendance and can be relied on to follow through with assigned tasks.

Authority:

Accurately record treatment and payment information in the patient's chart and present patients with receipt for services rendered. Enter type of treatment plan for next appointment and the amount of chair time, doctor time and assistant time needed. Create and submit accurate insurance claims, pre-determination of benefits, patient payment, and be able to dismiss patients. Accurately file patient radiographs, photographs and documents in patient files using scanners and saving from e-mail files.

Essential Duties and Responsibilities:

Direct Supervision Duties (doctor present):

- Aspirate oral fluids during treatment in an unobtrusive manner.
- Maintain an aseptic and/or sterile environment in treatment areas.
- Apply non-aerosol and non-caustic topical agents.
- Take impressions for diagnostic and opposing models.
- Remove post-extraction and periodontal dressings.
- Assist in the administration of nitrous oxide.
- Remove sutures.
- Remove healing abutments from dental implants.
- Apply topical fluoride.
- Perform mouth-mirror inspection of the oral cavity, including charting of lesions, existing restorations and missing teeth.
- Remove cement excess from supragingival surfaces of teeth.
- Temporary cementation and removal of temporary crowns.
- Place post-extraction and periodontal dressings.

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Other Duties:

- Schedule appointments, detail procedure, and time needed.
- Maximize time efficiency in scheduling by utilizing procedure codes for doctor time, assistant time, anesthesia, etc.
- Seat patients in designated treatment rooms in a timely fashion and friendly manner.
- Take radiographs and assign to correct patient and correct template.
- Pour and trim study models.
- Review medical history, progress from the previous visit, if applicable, and the scheduled treatment plan with each patient.
- Inform the doctor when the patient is ready.
- Assist the doctor by passing instruments, aspirating intraoral fluids, mixing materials and medicaments.
- Record treatment rendered in the patient's chart and charge out all procedures.
- Escort patients to the business area for financial follow-up and re-scheduling.
- Monitor incoming and outgoing lab cases.
- Obtain patient consent for procedures to be performed.
- Check that lab cases have been received at least the day before treatment.
- Greet patients by name and update addresses, telephone numbers and insurance information as appropriate.
- Alert appropriate staff of patient arrivals.
- Monitor the schedule throughout the day to ensure that all runs smoothly.
- Reschedule the late patient and any no-shows that occur during the day.
- Check accounts balances of patients coming in and prepares to discuss any monies due.
- Adhere to all safety and health regulations.
- Organize the next day's charts; include a copy of the schedule and place in designated spot for the clinical staff to review.
- Determine the status of the next continuing care visit for each hygiene patient seen during the day to ensure no one is missed and keep the referring doctor's office informed of the patient's next visit in his or her office.
- Keep staff and doctor informed of next available opening; time allotted for emergency patients, possible no-shows.
- Call any patient that is 10-15 minutes late to determine their status and inform the clinical staff.
- Register new patients and provide necessary forms.
- Keep patients informed of expected waiting time if the doctor is behind schedule.
- Create electronic or paper insurance claims for the procedures performed on behalf of the patient using the practice management software, monitor their progress, and be able to resolve discrepancies.
- Solicit, accept and accurately record payment for services provided by the practice using the practice management software.
- Create and deliver reports as requested by the doctors / owner.

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Paperwork/Recording:

- Place all non-scheduled, diagnosed treatments in the appropriate file for timely follow up.
- Mail or e-mail the welcome package to all new patients entering the practice and requesting an examination.
- Organize and maintain all file systems.
- Maintain a list of payment plans offered to patients by the practice.
- Record broken appointments, last-minute cancellations, and other pertinent information gathered from patients in patient chart.
- Keep all former patients' records up to date.
- Prepare welcome letters, thank you letters and other correspondence for doctor's signature.
- Prepare and manage aging reports for the practice.
- Prepare day sheets with correctly stapled forms of payment and deposit slips.
- Perform a daily software backup of the practice.

Travel:

- The doctor occasionally travels to rural Nebraska to serve patients. These trips are usually one (1) day in length and typically involve an overnight stay. Expenses for travel are covered and time traveling is on the clock at a different capacity to work rate.

Daily Maintenance:

- Turn on all lights, units, nitrous equipment (if applicable) and automatic processors each morning.
- Prepare all treatment rooms in advance for each patient.
- Decontaminate all treatment rooms and properly sterilize all instruments after each patient appointment.
- Change all chemical solutions -- disinfectant soaks and sprays, sterilents, ultrasonic, presoak, etc.
- Maintain cleanliness of treatment rooms, lab and sterilizing area and assist in maintaining cleanliness of staff room.
- Clean and flush vacuum traps.
- Clean and lubricate handpieces.
- Restock all treatment rooms and other clinical support areas.
- Clean sharp instruments and handle hazardous chemicals in a safe manner.

Routine Maintenance:

- General house cleaning (drawers, cabinets, etc.).
- Cleaning bathroom floors, toilets, sinks and mirrors
- Cleaning and vacuuming office space
- Maintain lab counter areas.
- Trash removal in treatment areas.

Additional or different duties may be assigned from time to time.