ENTRY-LEVEL EXPANDED DUTY DENTAL ASSISTANT

**Definition:** An entry-level expanded duty dental assistant is a member of the professional dental team who assists the dentist to ensure quality dental care for the dental patient. The dental assistant performs clinical procedures, patient education, laboratory functions and expanded duties. An entry-level dental assistant performs the above duties and tasks as allowed by the State Dental Practice Act.

**A. DEMONSTRATES PROFESSIONALISM**

A.1 Maintains personal hygiene and professional appearance
A.2 Displays professional and ethical conduct; e.g., maintaining confidentiality, following State Dental Practice Act, and HIPAA
A.3 Follows directions and asks questions for clarification
A.4 Demonstrates dependability
A.5 Displays teamwork
A.6 Accepts responsibility for professional actions
A.7 Displays confidence in self and dental team
A.8 Makes independent decisions
A.9 Accepts constructive criticism
A.10 Maintains relevancy in field; i.e., current certifications, continuing education, reading professional literature, CPR
A.11 Demonstrates professional image in and out of office

**B. DEMONSTRATES COMMUNICATION SKILLS**

B.1 Practices patient courtesy; e.g., addressing patient by name
B.2 Uses correct grammar, spelling, and abbreviations
B.3 Demonstrates appropriate business telephone techniques and etiquette
B.4 Uses alternative communication techniques as needed; e.g., translators, foreign language materials
B.5 Practices active listening
B.6 Utilizes basic dental/medical terminology
B.7 Translates dental/medical terminology for patients
B.8 Demonstrates positive relationships with respect for coworkers and patients
B.9 Obtains and clarifies patient data
B.10 Asks for help or instructions
B.11 Establishes comfort level for patient
B.12 Attends staff meetings
B.13 Asks and listens for marketing ideas

**C. PERFORMS STERILIZATION, DISINFECTION AND SAFETY PROCEDURES**

C.1 Follows OSHA guidelines for sterilization, disinfection, and protective measures
C.2 Maintains OSHA records and MSDS
C.3 Disposes of contaminated materials according to OSHA guidelines
C.4 Utilizes proper hand-washing procedures
C.5 Maintains personal cross-contamination techniques
C.6 Prepares instruments, handpieces, and attachments for sterilization
C.7 Operates, cleans, and maintains sterilization equipment; e.g., autoclave, ultrasonic cleaner, dry heat, cold sterile
C.8 Cleans and maintains chemical disinfectant receptacles, operatory, dental laboratory, evacuation, and x-ray equipment
C.9 Maintains asepsis of operatory equipment
C.10 Evaluates and reports equipment for repairs and service
C.11 Prepares and changes chemical disinfectants
C.12 Prepares sterile tray setup for all procedures
C.13 Sets up barrier techniques for all patients
C.14 Performs housekeeping functions; e.g., office laundry
D. PERFORMS DIAGNOSTIC AND CLINICAL PROCEDURES

D.1 Performs daily office opening and closing
D.2 Provides patient records to the dentist
D.3 Prepares operatory for procedures following OSHA guidelines
D.4 Prepares tray setups
D.5 Arranges for care of special patients
D.6Seats and dismisses patient
D.7 Updates patient health history
D.8 Measures and records vital signs as needed
D.9 Maintains organization of work area
D.10 Inventories, replenishes, and orders operatory supplies
D.11 Charts existing intraoral and extraoral conditions
D.12 Records dentist’s diagnosis
D.13 Notes patient comments, behaviors, and procedure in chart
D.14 Reviews and explains treatment procedure with patient

E. PERFORMS DENTAL ASSISTING PROCEDURES

E.1 Demonstrates proficiency with four-handed dentistry
E.2 Positions the dental chair and equipment for four-handed dentistry
E.3 Anticipates the dentist’s needs
E.4 Applies topical anesthetic
E.5 Assists with administration of local anesthesia; e.g., load a syringe
E.6 Monitors nitrous oxide
E.7 Maintains a clear and well lighted operative field
E.8 Applies and removes rubber dam/maintains dry field
E.9 Performs suction and retraction; e.g., HVE, saliva ejector
E.10 Irrigates the oral cavity
E.11 Prepares, places, and removes matrix and wedges
E.12 Prepares bases, cavity varnishes, cements, and cavity liners
E.13 Prepares restorative materials (amalgams and composites)
E.14 Places and removes temporary fillings
E.15 Selects and prepares proper impression trays
E.16 Dispenses, mixes, loads, and transfers trays with impression materials
E.17 Places and removes retraction cord
E.18 Fabricates temporary acrylic crowns/bridges
E.19 Selects shades for composites or crowns
E.20 Removes excess cements around fixed prosthesis
E.21 Prepares and assists in delivery of oral medications
E.22 Takes impressions for study models
E.23 Removes dry socket dressings
E.24 Prepares and removes periodontal dressing
E.25 Removes sutures
E.26 Provides post-op instruction and information for specified procedure
E.27 Assists and/or administers vitality tests
E.28 Polishes amalgam and composite restorations

F. PERFORMS RADIOGRAPHIC PROCEDURES

F.1 Follows DHEC Radiographic Regulations and Guidelines and maintains written documentation
F.2 Takes x-rays
F.3 Practices patient/operator safety measures for ionizing radiation; e.g., drape patient with lead apron
F.4 Practices safety regulations for radiographic equipment
F.5 Educates patient on radiation safety
F.6 Selects proper accessories for radiographic techniques (paralleling or bisecting the angle)
F.7 Selects proper sensor for the patient’s mouth
F.8 Produces diagnostically acceptable intraoral radiographic series; e.g., bitewings, periapical, occlusal, and panoramic images
F.9 Maintains radiographic tools as required by individual practices
G. PERFORMS PATIENT EDUCATION AND PREVENTIVE PROCEDURES

G.1 Explains purpose and effects of medications
G.2 Provides oral hygiene instruction; e.g., brushing and flossing techniques
G.3 Provides public awareness of dental health; e.g., effects of food, tobacco, and oral piercing
G.4 Applies topical fluoride
G.5 Applies pit and fissure (P&F) sealants
G.6 Performs coronal polish
G.7 Cleans and polishes removable appliances and prostheses
G.8 Responds to patients’ inquiries regarding dental education needs

H. PERFORMS DENTAL SPECIALTIES PROCEDURES

H.1 Prepares tray setup for all specialty procedures
H.2 Assists in obtaining biopsies, cultures and smears
H.3 Assists with prosthodontic procedures
H.4 Assists in pediatric dentistry procedures
H.5 Assists with oral surgery procedures
H.6 Assists with periodontic procedures
H.7 Assists with orthodontic procedures
H.8 Assists with endodontic procedures
H.9 Selects and fits orthodontic bands and wires
H.10 Provides post-op instruction and information for specified procedures
H.11 Sets up, monitors, and charts IV sedation
H.12 Demonstrates organization and flexibility needed to work at satellite offices

I. PERFORMS LABORATORY FUNCTIONS

I.1 Operate dental laboratory equipment safely
I.2 Fabricates custom impression trays, bleaching trays, mouth pieces, bite guards, and surgical stents
I.3 Pours up and trims study models
I.4 Manipulates dental waxes
I.5 Prepares dental laboratory cases and prescriptions for delivery to lab
I.6 Receives cases from the commercial dental lab
I.7 Maintains updated lab lists and models

J. MANAGES EMERGENCY SITUATIONS

J.1 Recognizes signs and symptoms of medical/dental emergencies
J.2 Implements emergency plans; e.g., fire evacuation route
J.3 Displays emergency telephone numbers
J.4 Maintains current documentation of patient medical/dental history
J.5 Assists in administering immediate and appropriate emergency treatment
J.6 Performs CPR and first aid procedures
J.7 Operates emergency equipment
J.8 Maintains emergency kit and equipment

K. PERFORMS ADMINISTRATIVE MANAGEMENT PROCEDURES

K.1 Receives patients, visitors, and vendors
K.2 Receives and makes telephone calls in a professional manner
K.3 Schedules patient appointments and maintains the schedule
K.4 Confirms appointments
K.5 Demonstrates basic computer skills; e.g., keyboarding, use of specialty software, Internet, e-mail
K.6 Assists with maintenance of patient records in computerized and paper formats
K.7 Performs written correspondence with other offices and patients
K.8 Operates office equipment; e.g., adding machine, FAX, copier, credit card scanner
K.9 Reviews consent form with patient and obtains signature
K.10 Explains treatment and insurance to patients
K.11 Files insurance claims
K.12 Sends billing statements to patients
K.13 Verifies insurance coverage

SKILLS AND KNOWLEDGE

Communication
  Oral
  Written, grammar, spelling
Computer literate
  Internet, e-mail
  Software specific to dental field
Customer service
Team player

ATTITUDES AND BEHAVIORS

Caring
Confident
Flexible
Good hygiene
Grounded/relaxed
Personable
Reliable
Strong stomach
Thick-skinned
Well groomed

ACRONYMS

CPR  Cardiopulmonary Resuscitation
DHEC  Department of Health and Environmental Control
HVE  High Volume Evacuation
HIPAA  Health Insurance Portability and Accountability Act
MSDS  Material Safety Data Sheets
OSHA  Occupational Safety and Health Administration

DACUM PARTICIPANTS

Panelists:
Ms. Raquel Perry, CDA, Rucker Dentistry, Lancaster, SC
Ms. Amy Baker, Front Desk Coordinator/Ortho Assistant, OrthoCare Carolina, Rock Hill, SC
Ms. Chandra Howe Gladden, CDA, Dr. Charles Crawford, Rock Hill, SC

Facilitator:
Ms. Lori Ochsner, Instructional Developer, York Technical College, Rock Hill, SC

Coordinator/Recorder:
Ms. Teresa Smith, Office Manager, Health and Human Services Division, York Technical College, Rock Hill, SC

Program Manager:
Edna Martin, Dental Hygiene and Dental Assisting Department Manager, York Technical College, Rock Hill, SC

Date/Location:
April 8, 2011
York Technical College
452 S. Anderson Road
Rock Hill, SC 29730

Adapted from a DACUM competency profile developed at York Technical College in 2005. Any changes, additions, or deletions have been made by listed panelists participating in a DACUM validation workshop at York Technical College on April 8, 2011.