Dental Assistant Training Outline

Day 1
New Hire Orientation with Practice Manager

- Attend morning huddle. Introduce the team member to staff and doctors and give tour around the office.
- Share the training schedule with the new hire so they understand expectations
- **New Hire Orientation**
  - Orientation video via LMS
- **HR Information**
  - Who to contact for help (Intranet)
    - Compliance Hotline
    - IT Helpdesk
    - Practice Manager Contact
    - Mentor Contact Information
  - Pay Cycles
  - Payroll Calendar
  - HR Policies on Intranet Page
  - Assist new hire in completing paperwork in WebApps
    - Collect I-9 documents (acceptable IDs)
    - State Licensure, Expanded Duties certificates, X-ray Certificate, etc.
    - Scan Licensure and certification into WebApps
- **IT Orientation** (Logins are created by HR & IT and sent to new hire’s personal email, copying the hiring manager)
  - Web Apps Log in (Dalia Ramos)
  - Network/Email Set Up (Brooke Pierce)
  - PMS Log In (Brooke Pierce)
- **Review Section III Your Safety (OSHA & Compliance)**
  - D4C Infection Prevention P&P
    - Review and collect Signature Form after a Q & A Period
  - Watch “If Saliva Were Red” Video
  - Compliance Logs
  - Indicator Strip
  - Water Quality
  - Flushing Water Lines
  - Complete the OSHA and Infection Control Assessment on LMS
  - www.inspiredLMS.com
  - User name = Employee D4C email
  - Review the Pedodontic Exposure Control Plan
- **Review Section IV - Emergency Protocols**
  - Fire Emergency Plan
  - Medical Emergency Plan
  - Post Exposure Incident Plan
  - Aspiration or Swallowing of a Foreign Body
- **Employee Record Checklist (Acknowledge in Web Apps)**
  - Job Description is discussed and signed off
  - Grooming Policy is discussed and signed off
  - D4C Infection Control Prevention Policies and Procedures
  - CPR Certification
  - Hep B/ Immunizations
  - TB Skin Test Form
  - Radiation Certificate

**Conclusion of Day 1**
- Assessment in LMS
  - OSHA and Infection Control
  - Emergency Protocol Assessment
- TB Test
  - Staff member will obtain a TB skin test and the first dose of the Hepatitis B series. If employee has previously received the Hepatitis B series, the immunization record should be provided the following day to the Mentor.
  - The Hepatitis B series can be declined with a signed declination form (found in the D4CDB Infection Prevention P&P)
  - The TB Skin test cannot be declined
  - All immunization records must be provided within **10 days of start date**
  - A copy of the employee’s receipt must be given to the Practice Manager in order for the them to be reimbursed

**Day 2**
**Location: Employee Home Office or Mentor Office**
- **Section I - Patient Experience**
- **Section II - Welcome to Pediatric Dentistry**
  - Review Dental Terminology and give employee study guide
- **Radiation**
  - ADA Radiograph Study Guide:
    Review Dental Radiographic Examination: Recommendations for Patient Selection and Limiting Radiation Exposure (Manual provided by the American Dental Association)
  - D4CDB Radiograph Protocol is discussed and signed off (Document will need to be uploaded into WebApps)
  - Hands on training with radiographs
- **Shadow mentor in the afternoon**

**Conclusion of Day 2**
Day 3
Location: Employee Home Office or Mentor Office
Section V- Clinical Charting
- Tooth Anatomy
- Tooth Chart
- Why is clinical charting important
- Do’s and Don’ts
- Clinical Note- Software note training
  - Recare Note - PTENS format
  - Operative Note
- Oral Hygiene Classification
- Behavior Classification
- Behavior Terminology
- Treatment Planning
  - Either-Or
- Software Charting Training- Existing, Conditions, Treatment Plans
- Shadow mentor in the afternoon

Day 4
Location: Employee Home Office or Mentor Office
Section VI- Dental Assistant
- Preparing for the patient
- Bringing patients into the clinical area
- Tell-Show-Do
- Assisting the doctor
- When treatment changes
- Conversations about new treatment
- Procedures for operative visit
  - Instrument set up- cassettes/pouches, trays
  - Nitrous Oxide- N2O
  - Matrix bands, rubber dams, wedge, dry shield/Isolite
- Procedures- Cassette, out of drawer, procedure
  - Sealant, composite, amalgam, extraction, space maintainer (appliances),
    impression, crown, indirect pulp cap/medicated base, pulpotomy, root canal
    therapy, radiographs, fluoride
- Post-operative instructions for local anesthesia
- Software training
  - Posting the charges
- Company Paperwork/Forms
- Extraction Consent form
- New Patient Paperwork
  - Patient Contract-Insurance and Office Policy
  - Medical History
  - HIPAA
- Non-covered Service form
- Photo Release/Social Media Release Form
- Referral
- Refusal of Treatment form
- Report Cards
- Sedation Forms
- SDF Consent
- Stabilization form
- Treatment Plan

**Day 5**

**Location: Employee Home Office or Mentor Office**

- Software training
  - Complete chart prep
- Restocking the dental unit at the end of the day
- Sit chairside with all patients to experience one of each procedure
  - Behavior Management
  - Composite
  - Extraction
  - Impressions/Fit Bands
  - Med Base/Pulp/Crown
  - SDF-Silver Diamine Fluoride
  - Sealant
  - Seat Appliance
- Complete the Dental Terminology Assessment on LMS (If employee receives a score below 80%, review the Dental Terminology Assessment Study Guide and have HR reassign the assessment)

**Day 6**

**Location: Employee Home Office or Mentor Office**

- Continue with a complete day of chairside training
- Address any concerns
  - Go over procedures and answer any questions
Days 7-9
Location: Employee Home Office or Mentor Office
- Continue with a complete day of chairside training
- Review the Dental Assistant checklist (Located in WebApps. The Practice Manager should utilize this list to ensure all areas of the job position have been reviewed and discussed.)
- Complete the Dental Assistant Assessment on LMS (If employee receives a score below 80%, review the Dental Assistant Assessment Study Guide and have HR reassign the assessment)

Day 10
Location: Employee Home Office or Mentor Office
- Finalize training- review responsibilities, address questions
- Review and sign the Completion of D4C Training Program document (Login ➔ My Employees ➔ Employee Information ➔ Select Employee ➔ HR Tab ➔ Training/Certifications ➔ Add new ➔ Select Training and upload document)
- Administer the D4C Training Program survey