

## Treatment Coordinator Training Outline

### **Pre Onboarding (at least 3 days before start date)**

#### **PM calls new hire**

- Welcome to company & introduction
- Make sure new hire has completed new hire info before start date
- Review 2 forms of ID acceptable for 1<sup>st</sup> day
- Bring voided check
- Confirm date/time and location of start day
- Review dress attire

### **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 Videos](#)
- **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
  - [D4C Benefits Guide](#)
- **IT Orientation (Logins are created by HR & IT and sent to new hire's personal email, copying the hiring manager)**
  - Web Apps Log in
  - Network/Email Set Up
  - PMS Log In
- [Pediatric Training & Development Manual](#)
- **Section III Your Safety (OSHA & Compliance)- Page 39 (Manuals) & LMS**
  - Complete the OSHA and Infection Control Training & Assessment on LMS
    - [www.inspiredLMS.com](http://www.inspiredLMS.com)
    - User name = Employee D4C email

- Review [Policies & Procedures](#)
  - Watch “If Saliva Were Red” Video
  - Review the Pediatric Exposure Control Plan
  - Review Infection Prevention Policy & Procedures
  - Water Quality Policy
  - Indicator Strip Policy
- Acknowledgement Forms
  - [Job Description](#)
  - [Infection Prevention Policy & Procedures](#)
- Certifications and Immunizations
  - CPR Certification
  - Hep B/ Immunizations
  - TB Skin Test Form
  - Radiation Certificate
- **Section IV- Emergency Protocols**
  - **Page 45 (Manual) & LMS**
  - Fire Emergency Plan
  - Medical Emergency Plan
  - Post Exposure Incident Plan
  - First Report of Injury
  - Aspiration or Swallowing of a Foreign Body
  - Emergency Protocol Assessment in LMS

### Conclusion of Day 1

- Review of today’s learnings –Q & A
- Immunization Records
  - PM or Mentor informs new hire that all immunization records must be provided within **10 days of start date**
  - Specifically, the TB test needs to be current
  - The Hepatitis B series can be declined with a signed declination form [Hep B Declination Form](#)

### Day 2

#### Location: Mentor Office

- [Pediatric Training & Development Manual](#)
- **Section I- Patient Experience- Page 9 (Manual) & LMS**
  - The D4C Experience
  - 5 Star Service
  - Providers
- **Section II- Welcome to Pediatric Dentistry- Page 20 (Manual) & LMS**
  - Dental Terminology (Provide [Study Guide](#))
  - Preventive Dentistry
  - Radiograph Guidelines
  - Orthodontic Preventive Care

- Oral Hygiene Instructions
- Parents in the Operatory
- Behavior Management
- Sedation Options
- Patients with Special Healthcare Needs (SHCN)
- Silver Diamine Fluoride
- Dental Signs of Child Abuse
- Emergency Care/On Call
- Radiation
  - [ADA Radiograph Guidelines](#)
  - Review Dental Radiographic Examination: Recommendations for Patient Selection and Limiting Radiation Exposure
  - D4CDB [Radiograph Policy](#) 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**

- Review today's learnings – Q & A
- Assessment in LMS
  - Patient Experience
  - Pediatric Dentistry

### **Day 3**

#### **Location: Mentor Office**

- [Pediatric Training & Development Manual](#)
- **Section V- Clinical Charting- Page 49 (Manual) & LMS**
- 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

### **Conclusion of Day 3**

- Review today's learnings – Q & A

- Complete assessment in LMS
  - Clinical Charting

## Day 4

### Location: Mentor Office

- [Pediatric Training & Development Manual](#)
- **Section VI- Treatment Coordinator- Page 67 (Manual)**
- Preparing for the patient- Hygiene Assistant
- Bringing patients into the clinical area- Hygiene Assistant
- Procedures during hygiene visit
  - Hygienist's role
  - Treatment Coordinator's role
- Conclusion of appointment
- Conversations: procedure definitions, verbiage to present treatment
  - Sealant, composite, amalgam, extraction, space maintainer (appliance), impression, crown, indirect pulp cap/medicated base, pulpotomy, root canal therapy, radiographs, fluoride
- New Patient tour
- Type of Exams (How to set up for each exam)
  - Comprehensive (New Patient Exam)
    - New patient tour
    - Home care instructions
    - Introduce Patient to Doctor
    - Exam code (150)
  - Periodic (Recall Exam)
    - Six month recall
    - Exam code (120)
  - Consultation
    - 2<sup>nd</sup> opinion
    - Sedation referral
    - Exam code (140)
  - Emergency
    - Problem focus
    - Trauma
    - Exam code (140)
  - Young New Patient
    - 2 and under
    - Varnish fluoride (code 1206)
    - Exam code (145- commercial 150- state)
- Hygiene Routers
  - Example of a completed router

- Software training
  - Chart Preparation
    - Active insurance
    - Fluoride eligibility
    - Incipient Caries
    - Insurance benefits
    - Pending treatment
    - Review medical history and HIPAA forms
    - X-ray eligibility
- Home Care Instructions
  - Use teeth model, toothbrush, floss to go over home instructions with parents/patients
- Habit Charts
  - Thumb/finger habit
    - Mavala Stop
    - Thumb/finger guard
  - Positive Reinforcement Information

#### **Conclusion of Day 4**

- Review today's learnings – Q & A

#### **Day 5**

##### **Location: Mentor Office**

- Software training
  - Hygiene notes
    - Oral hygiene
    - Behavior notes
    - Teeth conditions
    - Other findings
    - Autonotes
- Sterilization:
  - Ultrasonic
  - Rinse/Inspect/Scrub instruments
  - Bagging instruments
  - Statim and Autoclave
  - Labeled areas
- X-rays
  - Determine size
  - Type of x-rays taken

- Tell Show Do
- Quiet room x-rays
- Hands on with X-rays and sterilization
  - Radiation certificate
  - OSHA regulations
  - Lead Apron
  - Sensor sizes/barrier wrap
  - Behavior management

### **Conclusion of Day 5**

- Review today's learnings – Q & A
- 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: Mentor Office**

- Software training
  - Dental Insurance – Understanding maximums, deductible, co-insurance and patient portions
  - Charge Out
    - Explosion buttons
    - Doctor number
    - Hygienist number
    - Check Ledger tab for correct charge out
  - EOE
    - Within normal limits
    - Documentation of anything other than WNL noted by Doctor or Hygienist
  - Alerts/Markers
    - Add/Remove/Update accordingly
- Special Needs Protocol
  - The staff will review the medical history with the parent/guardian and discuss expectations of the visit.
  - Prior to the appointment, the staff will explain the papoose, mouth prop, and handholding.
  - Giving oral hygiene instructions and offering guidance on additional homecare is a very important part of our services.
  - Generally, the parent/guardian is present and can assist in any management the child may need.

### **Conclusion of Day 6**

- Review today's learnings – Q & A
- Complete the Insurance Assessment on LMS (If the employee does not pass, print the copy from the H drive and review)

### **Days 7-9**

#### **Location: Mentor Office**

- Continue with a complete day of chairside training
- Start the Treatment Coordinator checklist (Located in HealthStream. The Practice Manager should utilize this list to ensure all areas of the job position have been reviewed and discussed.)
- Complete the Treatment Coordinator Assessment on LMS (If employee receives a score below 80%, review the Treatment Coordinator Assessment Study Guide and have HR reassign the assessment)

### **Day 10**

#### **Location: Home Office with Practice Manager**

- Finalize training- review responsibilities, address questions
- Review and sign the [Training Program Completion](#) document (Login ➡ My Employees ➡ Employee Information ➡ Select Employee ➡ HR Tab ➡ Training/Certifications ➡ Add new ➡ Select Training and upload document)
- **Practice Manager- Please complete the checklist so the survey is sent; New Employee- Please submit the survey from Survey Monkey within 5 days of completing training.**