FHCCGLA
Family Health Care Centers of Greater Los Angeles, Inc.

JOB DESCRIPTION

POSITION TITLE: Dental Assistant

DEPARTMENT: Dental

REPORTS TO: Dental Director

POSITION OVERVIEW:
The Dental Assistant (D.A.) performs duties such as: prepare the patient for the treatment, assist the dentist in performing treatment for the patient in restorative dentistry or oral surgery, prepare materials and equipment for treatment and have them ready for the dentist's use, take x-rays and assist the dentist in laboratory work. May perform other related work to include, but not limited to, making appointments, answer the phone, ordering supplies and doing the dental billing.

DUTIES/RESPONSIBILITIES:

1. Greets patients in waiting area and escorts patients to vitaling area to record patient's vital signs.
2. Assists the dentist in the administration of treatment at the chair side as required or directed by the dentist.
3. Promotes an atmosphere supportive of good dental and general health by demonstrating good oral hygiene, questioning patients to ascertain home care status, instructing patients in techniques of flossing and brushing in accordance with protocol.
4. Maintain a sterile and neat working environment according to current infection control procedures.
5. Review the health history, make chart entries under the direction of the operator and assure completion of forms and signatures.
6. Assume the responsibility associated with any expanded duties that may be delegated by the dentist.
7. Familiar the patient with the aspects of their dental visit and provide support and compassion to that patient when it is needed.
8. Stock operatories and maintain clinical supply inventory.
9. Maintains dental logs.
10. Review daily schedule to set up appropriate trays and instruments.
11. Assist in front office procedures if time allows or need is determined by the Dental Director or Dentist.
12. Supervise preventive maintenance of dental equipment.
13. Undertakes continuous self-improvement, attending applicable training, seminars, in-services and educational classes to maintain skills competency and current knowledge for standard of care and effective practices

_____ _____
Employee Name (Please Print) Date:

14. Responsible for following all agency safety and health standards, regulations, practices policies & procedures (P&P's).
15. Serves as supply liaison. Communicates with purchasing department and vendors to assure prompt receipt of all orders.
16. May perform the following procedures: _____.
17. Identifies, initiates and implements measures to deliver high quality care to patients and improve services.
18. Responds efficiently and timely to all patient and provider staff needs and inquiries.
19. Ensures excellent customer service to all FHCCGLA patients.
20. Works with the operations managers to manage patient scheduling and flow to address bottlenecks, scheduling issues, etc.
21. Ensures HIPAA compliance by maintaining strict confidentiality of all patient data and E.H.R./Practice Management System (PMS) according to regulations and FHCCGLA's P&P's.
22. Attends the following meetings/trainings:
    a. Mandatory Quarterly Staff Meeting/Trainings- Quarterly (Jan., Apr., Jul. & Oct.)
23. Other pertinent agency or departmental meetings- As scheduled
24. Remains informed of:
    a. Current legal and regulatory changes related to scope of practice.
    b. Specific programs/payors, insurances accepted, and services being offered at FHCCGLA.
    c. All applicable P&P's
25.
26. Ability to relate to the public regardless of ethnic, religion and economic status.
27. All other duties as assigned.

MINIMUM QUALIFICATIONS:

1. High school graduates (or GED).
2. D.A. Certificate
3. Current CPR Certification- required to be kept up to date.
4. FQHC experience, highly preferred.
5. Strong planning, organizational, analytical, and critical thinking skills.
6.
7. Motivation to take initiative to ensure all tasks and forms are completed thoroughly, orderly and accurately.
8. Ability to complete forms in an orderly and accurate fashion.
9. Excellent written, and verbal communication skills.
10. Knowledge of administrative principles and procedures.
11. Computer knowledge preferred (e.g., NextGen (E.H.R. & PMS), Microsoft Word and Excel). Familiar with computer based dental recording and charting.

_____ _____

Employee Name (Please Print) Date:

12. Proof of completing radiation safety course and proficiency in digital radiographs. One year of experience as a dental assistant.
13. Demonstrates knowledge of dental health education subjects.
14. Able to use sound judgment and maintain a calm disposition when working with people.
15. Excellent customer service skills.
16. Bilingual English/Spanish and familiarity with the Hispanic culture.
17. Must possess a valid California Driver License, state-mandated proof of insurance, and access to a reliable automobile for travel between FHCCGLA clinic sites.
18. Work schedule may include , evenings, overtime, and weekends as needed.
19. Ability to prioritize workload and work under pressure to meet tight, time-sensitive deadlines.
20. Motivated and committed to the provision of high-quality healthcare for indigent and underserved communities.
21. Willingness to adapt to changes regarding agency's growth and expansion.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

1. Ability to work well with others in a professional and team-oriented environment.
2. Well-developed interpersonal skills, friendly personality and able to motivate staff by stating objectives and promoting teamwork.
3. Ability to relate to the public regardless of ethnic, religion and economic status.
4. Ability to act with integrity, good judgement, professionalism, and confidentiality. Knowledge of the following (but not limited to), preferred:

□ My Health LA	□ PPO's	□ HMO's
□ Medicare	□ Family PACT	□ CPSP
□ Medi-Cal	□ Fee-for-Service	□ CHDP
□ Managed Care Plans	□ Every Woman Counts (EWC)	

_____ _____
Employee Signature Date

_____ _____
Supervisor Signature Date

_____ _____
Employee Name (Please Print) Date: