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

JOB DESCRIPTION

POSITION TITLE: Registered Dental Assistant

DEPARTMENT: Dental

REPORTS TO: Dentist

POSITION OVERVIEW: Registered Dental Assistant 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 vitalling 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. Review daily schedule to set up appropriate trays and instruments.
10. Assist in front office procedures if time allows or need is determined by the Associate Dental Director or Dentist.
11. Supervise preventive maintenance of dental equipment.
12. Serves as supply liaison. Communicates with purchasing department and vendors to assure prompt receipt of all orders.
13. May perform the following procedures:
    a. Obtain endodontic cultures.
    b. Dry canals, previously opened by the supervising dentist, with absorbent points.

c. Test pulp vitality.
d. Place bases and liners on sound dentin.
e. Remove excess cement from supragingival surfaces of teeth with hand instrument or floss.
f. Size stainless steel crowns, temporary crowns and bands.
g. Temporary cementation and removal of temporary crowns and removal of orthodontic bands.
h. Placement of orthodontic separators.
i. Placement and ligation of arch wires.
j. Placement of post-extraction and periodontal dressings.
k. Take bite registrations for diagnostic models for case study only.
l. Coronal polishing.

14. Promotes and believes in NHSI mission statement “Health for All”.
15. 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
16. Ability to relate to the public regardless of ethnic, religion and economic status.
17. Responsible for following all agency safety and health standards, regulations, procedures, policies and practices.
18. Identifies, initiates and implements measures to deliver high quality care to patients and improve services.
19. Responds efficiently and timely to all patient and provider staff needs and inquiries.
20. Ensures excellent customer service to all FHCCGLA patients.
21. Works with the operations managers to manage patient scheduling and flow to address bottlenecks, scheduling issues, etc.
22. Handles patient grievances according to FHCCGLA’s Policy & Procedure.
23. Assists in developing, updates & reviews of FHCCGLA Policies & Procedures (P&P’s) as needed (with input from all other key personnel).
24. 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.
25. Attends the following meetings/trainings:
    a. Mandatory Quarterly Staff Meeting/Trainings- Quarterly (Jan., Apr., Jul. & Oct.)
    b. Corporate Risk Management Meeting- Quarterly (Jan., Apr., Jul. & Oct.), as needed (advanced notice will be provided when feasible)
    c. Clinical & Operations (C&O) Meeting- As needed (advanced notice will be provided when feasible)
    d. Meetings with FHCCGLA’s Executive Leadership, as needed (advanced notice will be provided when feasible)
26. Other pertinent meetings- As scheduled
27. 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 Policies & Procedures

28. All other job duties as assigned.

MINIMUM QUALIFICATIONS:

1. High school graduate (or GED).
2. Current CPR Certification- required to be kept up to date.
3. FQHC experience, highly preferred.
4. Excellent analytical skills.
5. Motivation to take initiative to ensure all tasks performed are completed thoroughly and accurately.
6. Excellent writing and verbal communication skills.
7. Knowledge of administrative principles and procedures.
8. Computer knowledge preferred (e.g., NextGen (E.H.R. & PMS), Microsoft Word and Excel).
9. Bilingual English/Spanish and familiarity with the Hispanic culture.
10. Access to automobile with valid California driver's license and state mandated automobile insurance.
11. Work schedule may include evenings, overtime, and weekends as needed.
12. Ability to prioritize workload and work under pressure of deadlines.
13. Ability to meet tight time sensitive deadlines.
14. Motivated and committed to the provision of high-quality healthcare for indigent and underserved communities.
15. Willingness to adapt to changes with regards to the agency's growth and expansion.
16. Ability to speak Spanish, preferred.
17. Proof of completing radiation safety course.
18. One-year experience as a registered dental assistant.
19. Certification as a Registered Dental Assistant required.
20. Certificate for coronal polishing recommended.
21. Demonstrate knowledge of dental health education subjects.
22. Ability to complete forms in an orderly and accurate fashion.
23. Familiar with computer based dental recording and charting.
24. Proficient at digital radiographs.

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 promoting teamwork.
3. Ability to relate to the public regardless of ethnic, religion and economic status.
4. Excellent communication skills.
5. Willingness to travel.
6. Strong planning and organizational skills.
7. Problem analysis and critical thinking skills.

8. Excellent customer service skills.
9. 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	

_____ _____

Employee Signature Date

_____ _____

Supervisor Signature Date