



Community Health Programs

The mission of Community Health Programs is to improve the health of people throughout Berkshire County by delivering exceptional compassionate health care.

Job Title: Certified Dental Assistant
Department: Neighborhood Dental Center
FLSA Status: Non-Exempt
Hours: 40 Hours
Operationally Reports To: Practice Manager
Direct Reports: N/A
Updated: July 2020

Summary: The Certified Dental Assistant provides support to CHP dentists and dental hygienists. This person is cross trained on reception at the dental practice. This person will support CHP's mission, vision, and values and will adhere to compliance protocols as well as CHP's policies and procedures.

Certified Dental Assistant Essential Duties and Responsibilities:

- Supports CHP dentists by assisting with instruments, seating patients, room preparation and instrument cleaning.
- Greets patients upon arrival, escorts patients from waiting room to treatment room.
- Takes patient vitals and records for dentist evaluation.
- Take dental intra-oral and radiographs.
- Gather patient's medical history for dentist review and final documentation.
- Documents patient's current medicines, medical conditions and pre-med if needed.
- Document patient's blood pressure, weight and smoking status.
- Provides chair side assistance during procedures as directed by attending dentist.
- Performs lab tasks as including denture and crown preparation.
- Ensure lab cases for the next day have arrived from the lab.
- Sets up, breaks and wipes down treatment room between patients.
- Cleans and sterilize dental instruments.
- Follows all safety protocols set forth by CHP, Department of Public Health and OSHA.
- Answers phones as needed.
- Schedules new and established patient appointments as needed.
- May collect patient's co-pay, deductibles and treatment payments when applicable.
- Relieves and steps in for receptionist when needed.
- May be responsible to open and close front door of office at start and end of day.
- Confirm patient appointments for the upcoming days
- Inform Dental Center Practice Manager of any irregular procedure observed by a patient or companion while in the waiting area or during intake process.
- Observe and cooperate with the security of the dental center at all time.
- Flexible schedule including some Saturday hours.
- Flexible to assist at other sites as requested.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- Demonstrate ability to manage projects or tasks.
- Manage difficult or emotional patient situations.

- Respond promptly to patient needs.
- Solicit patient feedback to improve service.
- Respond to requests for service and assistance.
- Complete administrative tasks correctly and on time.
- Cover when needed and cross train for additional administration/dental coverage or other site management as needed.
- Maintain confidentiality.
- Professional, welcoming, and pleasant personality.
- Contribute to building a positive team spirit.
- Respond well to questions.
- Takes careful and accurate notes.
- Follow up on messages and ensures delivery of messages.
- Compose/type letters if requested by administration.

Essential Skills and Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Good communication skills, including the ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Spanish speaking/bilingual skills are a plus.
- Excellent computer skills, including knowledge of Microsoft Word and Excel. Dentrix expertise is preferred. Database skills are a plus.
- Attend continuing education meetings to maintain license.

Education and/or Experience

- High school or GED.
- Must be listed with the State of Massachusetts as a Registered Certified Dental Assistant.
- Front desk reception experience is a plus.
- DANB certification is required.
- Maintain a current CPR license.

Physical Requirements:

- See ADA form

Signature of Certified Dental Assistant

Date

Approved By:

Signature of Practice Manager

Date