

DENT 62 - The Dental Assistant in Practice

Scope and objectives as required by American Dental Association and CA Code of Regulations

- A. Course and professional requirements
- B. Dental health team
 - 1. Four factors causing the increased demand for dental services/workforce
 - 2. Ways for dental needs to be met
 - 3. Members of the dental health team/dental assisting career ladder
 - 4. Dental specialties
 - 5. A plan for working together as a team
 - 6. Dental assistant's responsibilities to the dentist, patient, and other dental health team members
 - 7. Education, registration/licensure, certification, history, and professional organization of the dental assistant
- C. Community services
 - 1. Promoting dental assisting through plaque control
 - 2. Communications with local dental offices
 - 3. Plaque control program to be taught at local preschools or elementary schools
 - 4. Capability of teaching plaque control
 - 5. Effectiveness of plaque control sessions
 - 6. Plaque control at a preschool and/or elementary school
 - 7. Whitening tray
- D. The history of dentistry
 - 1. Early developments and major contributors to dentistry from early times through the Middle Ages and the Renaissance
 - 2. Tracing the development of dentistry in the United States from colonial time through the early 1900's and identify the major contributors to this growth
 - 3. Affect of the Amalgam War on the history of organized dentistry in the United States and replacement of materials
 - 4. Important developments in dentistry contributed by Greene Vardiman Black, Sir John Tomes, Dr. C. Edmund Kells, and Edward H. Angle
- E. Applied psychology
 - 1. Psychotic, neurotic, and normal behavior
 - 2. Handling of a patient exhibiting neurotic behavior, such as hypochondria
 - 3. Five needs as identified in Maslow's Hierarchy of Basic Motivational Needs
 - 4. Patient behavior in term of self-esteem, fear, factors affecting behavior, emotional elements, and patient responses
 - 5. Role-playing situation, calming a patient who is fearful of having an extraction
 - 6. Stress-coping mechanisms such as repression, rationalization, procrastination, deployment, affiliation, control of the situation, and rehearsal
 - 7. Role-playing situations to demonstrate the coping mechanisms such as procrastination and rehearsal
- F. Communication skills
 - 1. Goals in studying communication skills
 - 2. Verbal and nonverbal communication and state why both are important to fully understanding a message
 - 3. Speaking to a dental patient, selection of words easily understood, and not confusing the patient with the technical language of dentistry

4. Demonstration of a happy, healthy individual with a bright outlook on life by means of body-language
 5. Five important personal factors for the development of good communication skills
 6. Skills for a responsive listener
 7. Treatment intruding on the patient's personal territory and how the patient is likely to deal with this intrusion
- G. Administrative assistant
1. Role of the administrative assistant and why she/he is someone "very special"
 2. Four key words in patient reception
 3. Role-playing situation, how to handle a difficult patient who insists on being seen, even though the appointment was scheduled for another day
 4. Acceptable business letter with block or modified block style/use of form letters in Dentrix
 5. Patient files using Dentrix
 6. Parts of patient file
 7. Use of patient consent forms/HIP AA/assignment benefits/release information, CA Dental Material Info Sheet
 8. Treatment plans for Dentrix patients
 9. Scheduling with use of a time allotment form
 10. Scheduling of an appointment by telephone
 11. Scheduling from Dentrix treatment plan
 12. Four criteria for all appointment book entries
 13. Units of time, buffer time, cancellation or call list, and a daily schedule
 14. Four elements to be included in outlining the appointment book and how to schedule the following: an appointment series, children, new patients, emergency patients, and appointments utilizing DA/RDA/RDAEF/RDH
 15. Preparation of the appointment book for six months ahead
 16. Appointment scheduling using Dentrix Appointment Book
 17. Filing systems: alphabetical, numerical, cross-reference, chronological, and subject
 18. Recall systems and comparative merits of each
 19. Setting up of a chronological recall file
 20. Role of the administrative assistant as the office manager
 21. Continuing care using Dentrix
 22. Changes in patient file such as address change, insurance additions, health update and notations
- H. The special patient
1. Chronological age, mental age, and emotional age
 2. Dental team's responsibilities on recognizing suspected child abuse
 3. Mandatory reporting of suspected child and elder abuse
 4. Child's development through infancy, early childhood, preschool age, and grade school age
 5. Role-playing situation, a child's perspective of being in the dental chair
 6. Four primary characteristics of the child with learning disabilities
 7. Specialized needs for dental care
 8. Down's Syndrome, including a list of the most common characteristics of these individuals
 9. Problems faced by a child born with a cleft palate
 10. Cerebral palsy and two most common types of motor disturbances found cerebral palsy patients
 11. Use of a bite block for mouth stabilization when treating a patient with cerebral palsy

12. Epileptic patient, and identification of petit mal and grand mal seizures, Dilantin therapy, and the accompanying dental problems it may cause
 13. Oral manifestation of diabetes mellitus
 14. Special dental needs of the patient with muscular dystrophy, rheumatoid arthritis, cardiovascular disorders, or a cerebrovascular accident
 15. Special dental problems faced by the geriatric patient
 16. Handling of a geriatric patient who is having problems adjusting to a new denture
 17. Nonnalization, mainstreaming, and deinstitutionalization
 18. Demonstraion of moving of a patient in a wheelchair into a dental chair
 19. Demonstration of seating of a blind patient
 20. Demonstration of talking to the hard of hearing patient
 21. Recent innovations that have made dentistry possible for the homebound patient
- I. Ethics and jurisprudence
1. Ethics, jurisprudence, the State Dental Practice Act, unlicensed practice of dentistry, respondeat superior, res gestae, malpractice, responsible skill, care, and judgment
 2. American Dental Assistants Association Principle of Ethics
 3. Role-playing situation, an act of negligence, resulting in a malpractice suit
 4. Role-playing situation, a procedure that would be considered practicing dentistry without a license
 5. Common malpractice issues and how to avoid a law suit