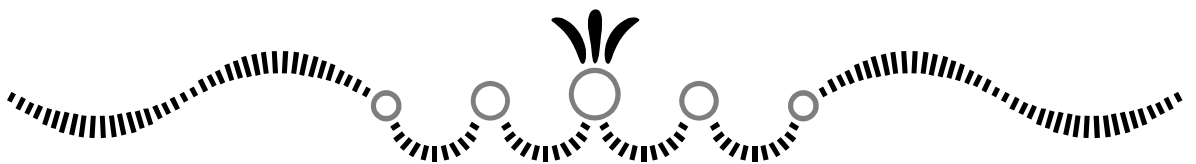
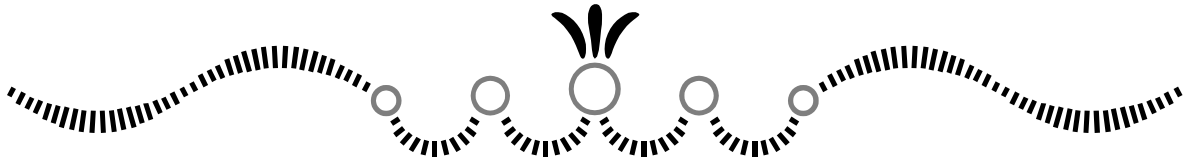
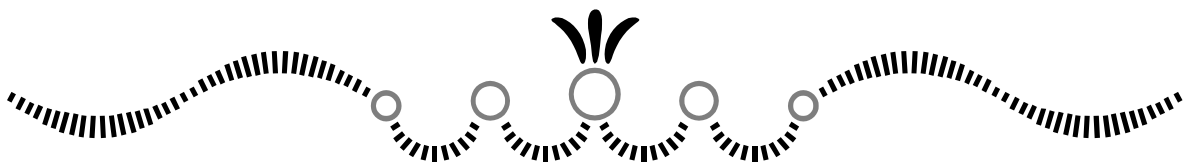


# **Planning Tools for Traning Dental Assistants On-The-Job**





**IHS**  
**Dental Assisting**  
**Training Curriculum**



## IHS Dental Assisting Training Curriculum GS-2 and 3

Topics	Criteria	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed. (Robinson &amp; Bird)</i>	Other Resources	Evaluation
<b>Role and Responsibilities</b>	Describe duties and responsibilities according to current job/position description	<ul style="list-style-type: none"> <li>● Chapter 1 p. 4</li> <li>● Chapter 2 pp. 11-20</li> </ul>	<ul style="list-style-type: none"> <li>➤ Job/position description</li> <li>➤ Performance Management Appraisal Program (PMAP)</li> <li>➤ Training Agreement</li> <li>➤ Orientation Checklist</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 21 Instructor's Manual Answers p. 39
<b>Career Development</b>	Aware of career opportunities for dental assistants in IHS, Tribal and Urban (I/T/U) dental programs	<ul style="list-style-type: none"> <li>● Chapter 29 pp. 480-488</li> </ul>	<ul style="list-style-type: none"> <li>➤ Job/position description/salary for each GS level</li> <li>➤ Sample vacancy announcement</li> <li>➤ Optional Form 612</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 489 Instructor's Manual Answers p. 45
	Familiar with training and experience required for career development	<ul style="list-style-type: none"> <li>● Chapter 1 pp. 6-7</li> <li>● Appendix pp. 490-492</li> </ul>	<ul style="list-style-type: none"> <li>➤ Individual Development Plan (IDP)</li> <li>➤ Career ladder</li> <li>➤ 350 training form</li> <li>➤ Interview matrix &amp; questions</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 10 Instructor's Manual Answers p. 39 ★ Exercises pp. 493-508 Instructor's Manual Answers pp. 59-66
	Aware of personnel system policies	<ul style="list-style-type: none"> <li>● Chapter 2 pp. 15-16</li> </ul>	<ul style="list-style-type: none"> <li>➤ Benefits</li> <li>➤ Thrift Saving Plan (TSP)</li> <li>➤ Awards, incentives, recognition</li> <li>➤ PMAP</li> <li>➤ Evaluation system</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 21 Instructor's Manual Answers p. 39
<b>Teamwork</b>	Cooperate & be a team member by establishing & maintaining effective interpersonal relations and communication	<ul style="list-style-type: none"> <li>● Chapter 2 pp. 11-13</li> </ul>	<ul style="list-style-type: none"> <li>➤ PMAP</li> <li>➤ Evaluation system</li> <li>➤ HHS Standards of Conduct</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 21 Instructor's Manual Answers p. 39
	Use courteous and efficient telephone techniques		<ul style="list-style-type: none"> <li>➤ Telephone Tips</li> <li>➤ PMAP</li> <li>➤ Evaluation system</li> <li>➤ HHS Standards of Conduct</li> <li>➤ Patient Bill of Rights</li> </ul>	
<b>Administration</b>	Schedule, appointments and provide administrative support for clinic		<ul style="list-style-type: none"> <li>➤ Clinic Policy and Procedures Manual</li> </ul>	
<b>Ethics and Professionalism</b>	Honor patient confidentially	<ul style="list-style-type: none"> <li>● Chapter 2 p. 13-15</li> </ul>	<ul style="list-style-type: none"> <li>➤ Clinic Policy and Procedures Manual</li> <li>➤ HIPPA</li> <li>➤ PMAP</li> <li>➤ ADA Code of Ethics</li> <li>➤ Patient Bill of Rights</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 21 Instructor's Manual Answers p. 39

<b>Topics</b>	<b>Criteria</b>	<b><i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> (Robinson &amp; Bird)</b>	<b>Other Resources</b>	<b>Evaluation</b>
Continue <b>Ethics and Professionalism</b>	Be courteous and respectful to patients and co-workers	<ul style="list-style-type: none"> <li>● Chapter 2 p. 13</li> <li>● Chapter 11 pp. 164-65</li> </ul>	<ul style="list-style-type: none"> <li>➡ PMAP</li> <li>➡ HHS Standards of Conduct</li> <li>➡ Patient Bill of Rights</li> <li>➡ Golden Rule</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 177 Instructor's Manual Answers p. 41
	Be neat, clean and well-groomed in appearance	<ul style="list-style-type: none"> <li>● Chapter 2 pp. 11-13</li> </ul>	<ul style="list-style-type: none"> <li>➡ Clinic Policy and Procedures Manual</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 21 Instructor's Manual Answers p. 39
<b>Look at the Clinic</b>	Identify purpose and location of different work areas	<ul style="list-style-type: none"> <li>● Chapter 1 pp. 8-9</li> </ul>	<ul style="list-style-type: none"> <li>➡ Orientation Checklist</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 10 Instructor's Manual Answers p. 39
	Use the names of co-workers know their job function		<ul style="list-style-type: none"> <li>➡ Dental clinic roster</li> <li>➡ Telephone list</li> <li>➡ Name tags</li> </ul>	
	Be able to identify equipment and supplies found in the dental operatory	<ul style="list-style-type: none"> <li>● Chapter 9 pp. 133-143</li> </ul>		<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 144 Instructor's Manual Answers p. 40
	Keep reception area, dental clinic, and laboratory clean	<ul style="list-style-type: none"> <li>● Chapter 1 p. 8</li> </ul>		★ Dental Assistant Trainer/Supervisor
<b>Risk Management</b>	Use principles of infection control	<ul style="list-style-type: none"> <li>● Chapter 5 pp. 62-73</li> <li>● Chapter 6 pp. 75-97</li> <li>● Chapter 7 pp. 99-111</li> <li>● Chapter 8 pp. 113-129</li> </ul>	<ul style="list-style-type: none"> <li>➡ IHS Policy</li> <li>➡ CDC Guideline (2003)</li> <li>➡ Clinic Policy and Procedures Manual</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 74 Instructor's Manual Answers p. 40 ★ Exercises p. 98 Instructor's Manual Answers p. 40 ★ Exercises p. 112 Instructor's Manual Answers p. 40 ★ Exercises p. 130 Instructor's Manual Answers p. 40
	Use Standard Precautions (AKA Universal Precautions)	<ul style="list-style-type: none"> <li>● Chapter 6 pp. 76-77</li> </ul>	<ul style="list-style-type: none"> <li>➡ IHS Policy</li> <li>➡ CDC Guidelines (2003)</li> <li>➡ Clinic Policy and Procedures Manual</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 98 Instructor's Manual Answers p. 40
	Comply with Hazard Communication Standard	<ul style="list-style-type: none"> <li>● Chapter 6 pp. 85-90</li> </ul>	<ul style="list-style-type: none"> <li>➡ IHS Policy</li> <li>➡ Fire, safety, and disaster plans</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> ★ Exercises p. 98 Instructor's Manual Answers p. 40

<b>Topics</b>	<b>Criteria</b>	<b><i>Essentials of Dental Assisting</i> 4th Ed. (Robinson &amp; Bird)</b>	<b>Other Resources</b>	<b>Evaluation</b>
Continue <b>Risk Management</b>	Follow clinic policy and guidelines on medical emergencies	<ul style="list-style-type: none"> <li>● Chapter 13 pp. 192-204</li> </ul>	<ul style="list-style-type: none"> <li>➡CPR Course</li> <li>➡Clinic Policy and Procedures Manual</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 205</li> <li>Instructor's Manual</li> <li>Answers p. 41</li> </ul>
	Comply with IHS radiology policy	<ul style="list-style-type: none"> <li>● Chapter 15 pp. 220-232</li> <li>● Chapter 16 pp. 235-275</li> </ul>	➡ <i>Radiological Health &amp; Safety: A Study Guide for Indian Health Dental Programs</i>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 233</li> <li>Instructor's Manual</li> <li>Answers p. 42</li> <li>★ Exercises p. 276</li> <li>Instructor's Manual</li> <li>Answers p. 42</li> </ul>
<b>Chairside Assisting</b>	Greet, seat, and prepare patient treatment  Use effective patient management techniques	<ul style="list-style-type: none"> <li>● Chapter 9 pp. 132-143</li> <li>● Chapter 27 pp. 452-454</li> </ul>		<ul style="list-style-type: none"> <li>★IHS Criteria Checklist</li> <li><i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i></li> <li>★ Exercises p. 144</li> <li>Instructor's Manual</li> <li>Answers p. 40</li> <li>★ Exercises p. 461</li> <li>Instructor's Manual</li> <li>Answers p. 45</li> </ul>
	Identify and locate different parts of patient's chart	<ul style="list-style-type: none"> <li>● Chapter 11 pp. 164-170</li> <li>● Chapter 26 p. 436</li> </ul>	<ul style="list-style-type: none"> <li>➡Forms 42-1 and 2</li> <li>➡Medical History</li> <li>➡Informed Consent</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 177</li> <li>Instructor's Manual</li> <li>Answers p. 41</li> </ul>
	Help to take and record vital signs Take and record vital signs  Name and locate different parts of the mouth  Use dental terminology	<ul style="list-style-type: none"> <li>● Chapter 11 pp. 169-176</li> <li>● Chapter 3 pp. 40-45</li> <li>● Chapter 4 pp. 47-59</li> <li>● Glossary pp. 509-519</li> </ul>		<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 177</li> <li>Instructor's Manual</li> <li>Answers p. 41</li> <li>★ Exercises p. 46</li> <li>Instructor's Manual</li> <li>Answers p. 39</li> <li>★ Exercises p. 60</li> <li>Instructor's Manual</li> <li>Answers p. 39</li> </ul>
	Chart a mouth	<ul style="list-style-type: none"> <li>● Chapter 12 pp. 178-190</li> <li>● Chapter 4 pp. 50-59</li> </ul>	<ul style="list-style-type: none"> <li>➡Primary &amp; permanent models</li> <li>➡ Forms 42-1 and 2</li> <li>➡ADA Code sheet</li> <li>➡IHS Dental Charting System</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 191</li> <li>Instructor's Manual</li> <li>Answers p. 41</li> <li>★ Exercises p. 60</li> <li>Instructor's Manual</li> <li>Answers p. 39</li> </ul>
	Identify dental hand instruments	<ul style="list-style-type: none"> <li>● Chapter 19 pp. 314-317</li> </ul>	➡ <i>Dental Instruments: A Pocket Guide</i>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 329</li> <li>Answers p. 43</li> </ul>

<b>Topics</b>	<b>Criteria</b>	<b>Essentials of Dental Assisting 4<sup>th</sup> Ed. (Robinson &amp; Bird)</b>	<b>Other Resources</b>	<b>Evaluation</b>
Continue <b>Chairside Assisting</b>	Identify dental rotary instruments	<ul style="list-style-type: none"> <li>Chapter 19 pp. 318-328</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Dental Instruments: A Pocket Guide</i></li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 329</li> <li>Answers pg. 43</li> </ul>
	Transfer instruments and materials	<ul style="list-style-type: none"> <li>Chapter 9 pp. 137-143</li> </ul>		<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 144</li> <li>Answers p. 40</li> </ul>
	Control moisture and maintain a dry field	<ul style="list-style-type: none"> <li>Chapter 10 pp. 145-160</li> </ul>		<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 161</li> <li>Answers pg. 41</li> </ul>
	Establish and maintain professional attitude	<ul style="list-style-type: none"> <li>Chapter 9 pp. 132-133</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Dental Assistant Creed</i></li> </ul>	<ul style="list-style-type: none"> <li>★ DA Trainer &amp; staff</li> </ul>
	Help to locate supplies, restock unit and follow procedures for ordering and inventory control		<ul style="list-style-type: none"> <li>➡ Want list</li> <li>➡ Supply order form</li> <li>➡ Direct Issue</li> <li>➡ Catalog Sample form</li> </ul>	<ul style="list-style-type: none"> <li>★ DA Trainer &amp; staff</li> </ul>
	Help to do daily, weekly and monthly equipment maintenance ☺ ☺ ☺ ☺ ☺ ☺ ☺ Do daily, weekly and monthly equipment maintenance	<ul style="list-style-type: none"> <li>Chapter 7 pp. 99-111</li> </ul>	<ul style="list-style-type: none"> <li>➡ Maintenance schedule</li> <li>➡ Manufacture's directions and reference books</li> <li>➡ Manufacture's videos</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 112</li> <li>Instructor's Manual</li> <li>Answers p. 40</li> </ul>
	Help to do daily, weekly, and monthly handpiece maintenance ☺ ☺ ☺ ☺ ☺ ☺ ☺ Do daily, weekly and monthly handpiece maintenance	<ul style="list-style-type: none"> <li>Chapter 19 pp. 320-324</li> </ul>	<ul style="list-style-type: none"> <li>➡ Handpiece wall chart</li> </ul>	
<b>Dental Procedures</b>	Help to set-up, assist, mix materials and clean-up for the following procedures:		<ul style="list-style-type: none"> <li>➡ <i>Dental Instruments: A Pocket Guide</i></li> <li>➡ Tray set-up pictures</li> </ul>	<ul style="list-style-type: none"> <li>★ IHS Criteria Checklist</li> </ul>
	Dental Emergency	<ul style="list-style-type: none"> <li>Chapter 13 pp. 192-204</li> </ul>		<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 205</li> <li>Answers p. 41</li> </ul>
	Oral Exam	<ul style="list-style-type: none"> <li>Chapter 12 pp. 178-190</li> </ul>	<ul style="list-style-type: none"> <li>➡ IHS Charting System</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 191</li> <li>Answers p. 41</li> </ul>

<b>Topics</b>	<b>Criteria</b>	<b>Essentials of Dental Assisting 4<sup>th</sup> Ed. (Robinson &amp; Bird)</b>	<b>Other Resources</b>	<b>Evaluation</b>
Continue <b>Dental Procedures</b>	Radiographs	<ul style="list-style-type: none"> <li>• Chapter 15 pp. 220-232</li> <li>• Chapter 16 pp. 235-275</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Radiological Health &amp; Safety: A Study Guide for Indian Health Dental Programs</i></li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 233</li> <li>Instructor's Manual Answers p. 42</li> <li>★ Exercises p. 276</li> <li>Instructor's Manual Answers p. 42</li> </ul>
	Preventive	<ul style="list-style-type: none"> <li>• Chapter 18 pp. 296-310</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 311</li> </ul> Answers pp. 42-43
	Anesthesia	<ul style="list-style-type: none"> <li>• Chapter 14 pp. 206-217</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 218</li> </ul> Answers pp. 41-42
	Dental Dam	<ul style="list-style-type: none"> <li>• Chapter 10 pp. 148-160</li> </ul>	<ul style="list-style-type: none"> <li>➤ "Dam It, It's Easy" Manual or Video</li> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 161</li> </ul> Answers p. 41
	Restorative	<ul style="list-style-type: none"> <li>• Chapter 19 pp. 314-328</li> <li>• Chapter 20 pp. 330-344</li> <li>• Chapter 21 pp. 346-356</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 329</li> <li>Answers p. 43</li> <li>★ Exercises p. 345</li> <li>Answers p. 43</li> <li>★ Exercises p. 357</li> <li>Answers p. 43</li> </ul>
	Impressions	<ul style="list-style-type: none"> <li>• Chapter 22 pp. 358-375</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> <ul style="list-style-type: none"> <li>★ Exercises p. 376</li> </ul> Instructor's Manual Answers pp. 43-44
	Pedodontics	<ul style="list-style-type: none"> <li>• Chapter 27 pp. 452-460</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 461</li> </ul> Answers p. 45
	Oral Surgery (Extractions)	<ul style="list-style-type: none"> <li>• Chapter 26 pp. 436-450</li> </ul>	<ul style="list-style-type: none"> <li>➤ <i>Dental Instruments: A Pocket Guide</i></li> <li>➤ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual <ul style="list-style-type: none"> <li>★ Exercises p. 451</li> </ul> Answers p. 44

<b>Topics</b>	<b>Criteria</b>	<b>Essentials of Dental Assisting 4<sup>th</sup> Ed. (Robinson &amp; Bird)</b>	<b>Other Resources</b>	<b>Evaluation</b>
Continue <b>Dental Procedures</b>	Periodontics	<ul style="list-style-type: none"> <li>Chapter 24 pp. 400-420</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Dental Instruments: A Pocket Guide</i></li> <li>➡ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual * Exercises p. 421 Answers p. 44
	Endodontics	<ul style="list-style-type: none"> <li>Chapter 25 pp. 422-434</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Dental Instruments: A Pocket Guide</i></li> <li>➡ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual * Exercises p. 435 Answers p. 44
	Prosthodontics	<ul style="list-style-type: none"> <li>Chapter 23 pp. 377-397</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Dental Instruments: A Pocket Guide</i></li> <li>➡ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual * Exercises p. 398 Answers p. 44
	Orthodontics ☺ ☺ ☺ ☺ ☺ ☺ ☺ Set-up, assist, mix materials, and clean-up for the procedures listed above.	<ul style="list-style-type: none"> <li>Chapter 28 pp. 462-477</li> </ul>	<ul style="list-style-type: none"> <li>➡ <i>Dental Instruments: A Pocket Guide</i></li> <li>➡ Tray set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual * Exercises p. 478 Answers p. 45
<b>Laboratory Procedures</b>	Help to set-up, clean-up for laboratory procedures	<ul style="list-style-type: none"> <li>Chapter 7 pp. 108-109</li> <li>Chapter 19 p. 320</li> </ul>	<ul style="list-style-type: none"> <li>➡ Set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual * Exercises p. 112 Answers p. 40
	Pour, trim and finish study models	<ul style="list-style-type: none"> <li>Chapter 22 pp. 362-363 &amp; 372 p. 372</li> </ul>	<ul style="list-style-type: none"> <li>➡ Set-up pictures</li> </ul>	<i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Instructor's Manual * Exercises p. 376 Answers pp. 43-44

July 2007



*Essentials of Dental Assisting 4<sup>th</sup> Edition*  
Answers to Chapter Exercises

**Chapter 1**

1. c
2. c
3. d
4. c
5. b
6. a
7. c
8. c
9. a
10. a

**Chapter 2**

1. a
2. b
3. c
4. b
5. a
6. b
7. b
8. a
9. c
10. b

**Chapter 3**

1. a
2. d
3. c
4. c
5. b
6. a
7. c
8. d
9. a
10. b

**Chapter 4**

1. d
2. b
3. a
4. b
5. b
6. b
7. b
8. b
9. c
10. a

**Chapter 5**

1. a
2. b
3. d
4. c
5. c
6. b
7. d
8. a
9. d
10. b

**Chapter 6**

1. d
2. e
3. c
4. e
5. c
6. d
7. a
8. d
9. b
10. b

**Chapter 7**

1. b
2. a
3. d
4. b
5. c
6. c
7. d
8. a
9. b
10. c

**Chapter 8**

1. c
2. c
3. c
4. c
5. c
6. a
7. d
8. d
9. a
10. b

**Chapter 9**

1. a
2. b
3. a
4. d
5. a
6. c
7. b
8. a
9. b
10. d

**Chapter 10**

1. b
2. d
3. b
4. d
5. a
6. d
7. b
8. d
9. d
10. c

**Chapter 11**

1. b
2. a
3. d
4. d
5. a
6. c
7. d
8. a
9. d
10. d

**Chapter 12**

1. b
2. b
3. c
4. c
5. a
6. b
7. c
8. a
9. c
10. b

**Chapter 13**

1. b
2. c
3. d
4. b
5. a
6. d
7. a
8. c
9. d
10. a

**Chapter 14**

1. c
2. b
3. c
4. b
5. a
6. a
7. c
8. c
9. a
10. a

*Essentials of Dental Assisting 4<sup>th</sup> Edition*  
Answers to Chapter Exercises

**Chapter 15**

1. d
2. d
3. a
4. a
5. b
6. d
7. d
8. d
9. d
10. b
11. b
12. b
13. c
14. a
15. a

**Chapter 16**

1. b
2. a
3. a
4. b
5. b
6. a
7. c
8. a
9. c
10. c
11. c
12. c

**Chapter 17**

1. d
2. d
3. a
4. b
5. b
6. c
7. b
8. d
9. b
10. b

**Chapter 18**

1. b
2. d
3. c
4. b
5. b
6. b
7. d
8. d
9. d
10. a
11. d
12. a
13. b
14. b
15. a
16. c
17. c
18. b
19. b
20. b

**Chapter 19**

1. d
2. c
3. d
4. a
5. a
6. a
7. d
8. a
9. c
10. b

**Chapter 20**

1. d
2. b
3. d
4. b
5. b
6. d
7. a
8. c
9. c
10. b

**Chapter 21**

1. b
2. d
3. b
4. d
5. c
6. c
7. c
8. b
9. b
10. c

**Chapter 22**

1. c
2. d
3. b
4. a
5. c
6. d
7. a
8. b
9. d
10. b

**Chapter 23**

1. c
2. c
3. b
4. c
5. a
6. b
7. b
8. c
9. d
10. d

**Chapter 24**

1. a
2. a
3. b
4. a
5. a
6. d
7. d
8. c
9. d
10. c
11. a
12. a
13. c
14. c
15. b

*Essentials of Dental Assisting 4<sup>th</sup> Edition*  
Answers to Chapter Exercises

**Chapter 25**

1. b
2. d
3. b
4. c
5. b
6. a
7. d
8. d
9. b
10. d

**Chapter 26**

1. c
2. d
3. b
4. c
5. a
6. c
7. a
8. c
9. b
10. c

**Chapter 27**

1. d
2. d
3. c
4. b
5. b
6. d
7. c
8. b
9. c
10. a

**Chapter 28**

1. a
2. d
3. a
4. c
5. a
6. b
7. a
8. d
9. b
10. a

**Chapter 29**

1. d
2. d
3. b
4. a
5. b
6. d
7. b
8. c
9. a
10. a



## IHS Dental Assisting Training Curriculum GS-2 and 3

Topics	Criteria	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. (Robinson & Bird)	Other Resources	Evaluation
<b>Role and Responsibilities</b>	Describe duties and responsibilities according to current job/position description	<ul style="list-style-type: none"> <li>● Chapter 1 pp. 3-10</li> </ul>	<ul style="list-style-type: none"> <li>➔ Job/position description</li> <li>➔ Performance Management Appraisal Program (PMAP)</li> <li>➔ Training Agreement</li> <li>➔ Orientation Checklist</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p. 10 Answers p. 649
<b>Career Development</b>	Aware of career opportunities for dental assistants in IHS, Tribal and Urban (I/T/U) dental programs	<ul style="list-style-type: none"> <li>● Chapter 29 pp. 481-492</li> </ul>	<ul style="list-style-type: none"> <li>➔ Job/position description/salary for each GS level</li> <li>➔ Sample vacancy announcement</li> <li>➔ Optional Form 612</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 491-492 Answers pg. 650
	Familiar with training and experience required for career development	<ul style="list-style-type: none"> <li>● Chapter 1 pp. 4-7</li> <li>● Chapter 30 pp. 493-494</li> </ul>	<ul style="list-style-type: none"> <li>➔ Individual Development Plan (IDP)</li> <li>➔ Career ladder</li> <li>➔ 350 training form</li> <li>➔ Interview matrix &amp; questions</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 496-513 Answers pg. 514
	Aware of personnel system policies	<ul style="list-style-type: none"> <li>● Chapter 2 pp. 14-15</li> </ul>	<ul style="list-style-type: none"> <li>➔ Benefits</li> <li>➔ Thrift Saving Plan (TSP)</li> <li>➔ Awards, incentives, recognition</li> <li>➔ PMAP</li> <li>➔ Evaluation system</li> </ul>	
<b>Teamwork</b>	Cooperate & be a team member by establishing & maintaining effective interpersonal relations and communication	<ul style="list-style-type: none"> <li>● Chapter 2 pp. 12-16</li> </ul>	<ul style="list-style-type: none"> <li>➔ PMAP</li> <li>➔ Evaluation system</li> <li>➔ HHS Standards of Conduct</li> </ul>	
	Use courteous and efficient telephone techniques		<ul style="list-style-type: none"> <li>➔ Telephone Tips</li> <li>➔ PMAP</li> <li>➔ Evaluation system</li> <li>➔ HHS Standards of Conduct</li> <li>➔ Patient Bill of Rights</li> </ul>	
<b>Administration</b>	Schedule, appointments and provide administrative support for clinic		<ul style="list-style-type: none"> <li>➔ Clinic Policy and Procedures Manual</li> </ul>	
<b>Ethics and Professionalism</b>	Honor patient confidentially		<ul style="list-style-type: none"> <li>➔ Clinic Policy and Procedures Manual</li> <li>➔ HIPPA</li> <li>➔ PMAP</li> <li>➔ ADAA Code of Ethics</li> <li>➔ Patient Bill of Rights</li> </ul>	
	Be courteous and respectful to patients and co-workers	<ul style="list-style-type: none"> <li>● Chapter 2 pp. 12-16</li> <li>● Chapter 11 p. 160</li> </ul>	<ul style="list-style-type: none"> <li>➔ PMAP</li> <li>➔ HHS Standards of Conduct</li> <li>➔ Patient Bill of Rights</li> <li>➔ Golden Rule</li> </ul>	
	Be neat, clean and well-groomed in appearance		<ul style="list-style-type: none"> <li>➔ Clinic Policy and Procedures Manual</li> </ul>	

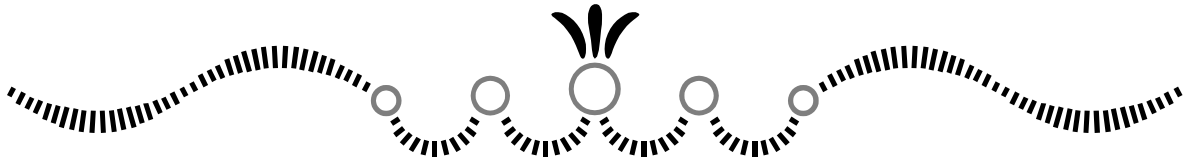
Topics	Criteria	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. (Robinson & Bird)	Other Resources	Evaluation
<b>Look at the Clinic</b>	Identify purpose and location of different work areas	<ul style="list-style-type: none"> <li>Chapter 1 pp. 8-9</li> </ul>	➔Orientation Checklist	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p. 10 Answers p. 649
	Use the names of co-workers know their job function		<ul style="list-style-type: none"> <li>➔Dental clinic roster</li> <li>➔Telephone list</li> <li>➔Name tags</li> </ul>	
	Be able to identify equipment and supplies found in the dental operatory	<ul style="list-style-type: none"> <li>Chapter 9 pp. 129-140</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p. 140 Answers p. 649
	Keep reception area, dental clinic, and laboratory clean			
<b>Risk Management</b>	Use principles of infection control	<ul style="list-style-type: none"> <li>Chapter 5 pp. 65-78</li> <li>Chapter 6 pp. 79-109</li> <li>Chapter 7 pp. 97-109</li> <li>Chapter 8 pp. 110-126</li> </ul>	<ul style="list-style-type: none"> <li>➔Medcom videos/workbooks</li> <li>➔IHS Policy</li> <li>➔CDC Risk Management File</li> <li>➔Clinic Policy and Procedures Manual</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp.77-78 Answers pg. 649  ★ Exercises pp.95-96 Answers pg. 649  ★ Exercises pp.108-109 Answers pg. 649  ★ Exercises pp.125-126 Answers pg. 649
	Use standard precautions (aka universal precautions)	<ul style="list-style-type: none"> <li>Chapter 6 pp. 80-81</li> </ul>	<ul style="list-style-type: none"> <li>➔Medcom videos/workbooks</li> <li>➔IHS Policy</li> <li>➔CDC Guidelines</li> <li>➔Clinic Policy and Procedures Manual</li> <li>➔CDC Risk Management File</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp.95-96 Answers pg. 649
	Comply with hazard communication policies	<ul style="list-style-type: none"> <li>Chapter 6 pp. 88-95</li> </ul>	<ul style="list-style-type: none"> <li>➔Medcom videos/workbooks</li> <li>➔IHS Policy</li> <li>➔Fire, safety, and disaster plans</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p. 191 Answers p. 649
	Follow clinic policy and guidelines on medical emergencies	<ul style="list-style-type: none"> <li>Chapter 13 pp. 183-190</li> </ul>	<ul style="list-style-type: none"> <li>➔CPR Course</li> <li>➔Clinic Policy and Procedures Manual</li> </ul>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p. 191 Answers pg. 649
	Comply with IHS radiology policy	<ul style="list-style-type: none"> <li>Chapter 15 pp. 207-224</li> <li>Chapter 16 pp. 225-266</li> </ul>	➔ <i>Radiological Health &amp; Safety: A Study Guide for Indian Health Dental Programs</i>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp.222-224 Answers pg. 649 ★ Exercises pp.265-266 Answers pg. 649

Topics	Criteria	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. (Robinson & Bird)	Other Resources	Evaluation
<b>Chairside Assisting</b>	Greet, seat, and prepare patient treatment  Use effective patient management techniques	<ul style="list-style-type: none"> <li>● Chapter 9 pp. 133-138</li> <li>● Chapter 27 pp. 450-452 pp. 455-456</li> </ul>		<ul style="list-style-type: none"> <li>* IHS Criteria Checklist <i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises p. 140 Answers pg. 649</li> <li>* Exercises p. 459 (Apply your knowledge)</li> </ul>
	Identify and locate different parts of patient's chart	<ul style="list-style-type: none"> <li>● Chapter 11 pp. 159-171</li> <li>● Chapter 27 pp. 172-182</li> </ul>	<ul style="list-style-type: none"> <li>➔ Forms 42-1 and 2</li> <li>➔ Medical History</li> <li>➔ Informed Consent</li> </ul>	<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises pp. 170-171 Answers pg. 649</li> <li>* Exercises p. 182 Answers pg. 649</li> </ul>
	Help to take and record vital signs  Take and record vital signs  Name and locate different parts of the mouth  Use dental terminology	<ul style="list-style-type: none"> <li>● Chapter 11 pp. 163-170</li> <li>● Chapter 3 pp. 39-46</li> <li>● Chapter 4 pp. 47-61</li> <li>● Glossary pp. 635-647</li> </ul>		<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises pp. 170-171 Answers pg. 649</li> <li>* Exercises pp. 45-46 Answers pg. 649</li> <li>* Exercises pp. 47-61 Answers pg. 649</li> </ul>
	Chart a mouth	<ul style="list-style-type: none"> <li>● Chapter 12 pp. 172-182</li> <li>● Chapter 4 pp. 47-61</li> </ul>	<ul style="list-style-type: none"> <li>➔ Primary &amp; permanent models</li> <li>➔ Forms 42-1 and 2</li> <li>➔ ADA Code sheet</li> <li>➔ IHS Dental Charting System</li> </ul>	<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises p.182 Answers pg. 649</li> <li>* Exercises pp. 47-61 Answers pg. 649</li> </ul>
	Identify dental hand instruments	<ul style="list-style-type: none"> <li>● Chapter 19 pp. 315-325</li> </ul>	➔ <i>Dental Instruments: A Pocket Guide</i>	<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises pp. 324-325 Answers pg. 649</li> </ul>
	Identify dental rotary instruments	<ul style="list-style-type: none"> <li>● Chapter 19 pp. 318-324</li> </ul>	➔ <i>Dental Instruments: A Pocket Guide</i>	<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises pp. 324-325 Answers pg. 649</li> </ul>
	Transfer instruments and materials	<ul style="list-style-type: none"> <li>● Chapter 9 pp. 134-139</li> </ul>		<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises p. 140 Answers pg. 649</li> </ul>
	Control moisture and maintain a dry field	<ul style="list-style-type: none"> <li>● Chapter 10 pp. 141-155</li> </ul>		<ul style="list-style-type: none"> <li><i>Essentials of Dental Assisting</i> 3<sup>rd</sup> Ed.</li> <li>* Exercises pp. 154-155 Answers pg. 649</li> </ul>
	Establish and maintain professional attitude		➔ <i>Dental Assistant Creed</i>	
	Help to locate supplies, restock unit and follow procedures for ordering and inventory control		<ul style="list-style-type: none"> <li>➔ Want list</li> <li>➔ 393 Sample form</li> <li>➔ Supply order form</li> <li>➔ Direct Issue</li> <li>➔ Catalog Sample form</li> </ul>	

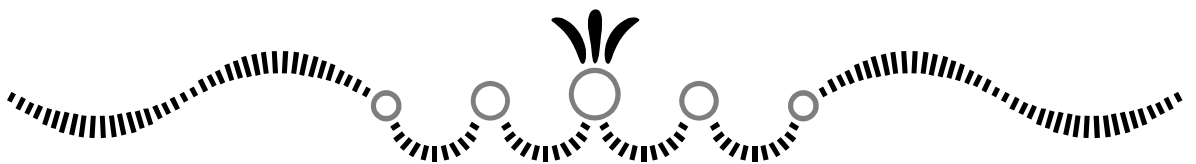
Topics	Criteria	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. (Robinson & Bird)	Other Resources	Evaluation
<b>Continued Chairside Assisting</b>	Help to do daily, weekly and monthly equipment maintenance ☺ ☺ ☺ ☺ ☺ ☺ ☺ Do daily, weekly and monthly equipment maintenance		➡ Maintenance schedule ➡ Manufacture's directions and reference books ➡ Manufacture's videos	
	Help to do daily, weekly, and monthly handpiece maintenance ☺ ☺ ☺ ☺ ☺ ☺ ☺ Do daily, weekly and monthly handpiece maintenance	● Chapter 19 pp. 320-321	➡ Handpiece wall chart	
<b>Dental Procedures</b>	Help to set-up, assist, mix materials and clean-up for the following procedures:		➡ <i>Dental Instruments: A Pocket Guide</i> ➡ Tray set-up pictures	★ IHS Criteria Checklist
	Oral Exam	● Chapter 12 p. 174 & pp. 180-181	➡ IHS Charting System	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p.182 Answers pg. 649
	Radiographs	● Chapter 15 pp. 207-224 ● Chapter 16 pp. 225-266	➡ <i>Radiological Health &amp; Safety: A Guide for Indian Health Programs</i>	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 222-224 Answers pg. 649 ★ Exercises pp. 265-266 Answers pg. 649
	Impressions	● Chapter 22 pp. 355-372 ● Chapter 23 pp. 373-396		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 371-372 Answers pg. 649 ★ Exercises pp. 395-396 Answers pg. 649
	Anesthesia	● Chapter 14 pp. 192-204		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 203-204 Answers pg. 649
	Dental Emergency	● Chapter 13 pp. 183-192		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises p. 191 Answers pg. 649
	Preventive	● Chapter 17 pp. 269-292		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 291-292 Answers pg. 649
	Dental Dam	● Chapter 10 pp. 145-148 pp. 152-153	➡ "Dam It, It's Easy" Manual or Video	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. ★ Exercises pp. 154-155 Answers pg. 649

Topics	Criteria	<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. (Robinson & Bird)	Other Resources	Evaluation
<b>Continue Dental Procedures</b>	Restorative	<ul style="list-style-type: none"> <li>• Chapter 19 pp. 315-325</li> <li>• Chapter 20 pp. 327-341</li> <li>• Chapter 21 pp. 342-354</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 324-325 Answers pg. 649 * Exercises pp. 340-341 Answers pg. 649 * Exercises pp. 353-354 Answers pg. 649
	Pedodontics	<ul style="list-style-type: none"> <li>• Chapter 27 pp. 449-459</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 458-459 Answers pg. 649
	Endodontics	<ul style="list-style-type: none"> <li>• Chapter 25 pp. 422-435</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 434-435 Answers pg. 649
	Extractions	<ul style="list-style-type: none"> <li>• Chapter 26 pp. 436-448</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 447-448 Answers pg. 649
	Periodontics	<ul style="list-style-type: none"> <li>• Chapter 24 pp. 399-421</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 420-421 Answers pg. 649
	Prosthodontics	<ul style="list-style-type: none"> <li>• Chapter 23 pp. 373-396</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 395-396 Answers pg. 649
	Orthodontics ☺ ☺ ☺ ☺ ☺ ☺ ☺ Set-up, assist, mix materials, and clean-up fro the procedures listed above.	<ul style="list-style-type: none"> <li>• Chapter 28 pp. 460-477</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 476-477 Answers pg. 650
<b>Laboratory Procedures</b>	Help to set-up, clean-up for laboratory procedures	<ul style="list-style-type: none"> <li>• Chapter 7 pp. 105-107</li> <li>• Chapter 19 p. 320</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 108-109 Answers pg. 650
	Pour, trim and finish study models	<ul style="list-style-type: none"> <li>• Chapter 22 pp. 368-369</li> </ul>		<i>Essentials of Dental Assisting</i> 3 <sup>rd</sup> Ed. * Exercises pp. 371-372 Answers pg. 650





# **GS-2 & GS-3 Positions Descriptions**



## **GS-2 Dental Assistant - Trainee**

### INTRODUCTION

The purposes of this position are to provide housekeeping and clinical functions, and to help the dental team in the performance of their assigned tasks.

#### A. Duties

Greets and seats dental patients. Sets out patient's proper radiographs, chart, instruments, and materials for designated dental procedures.

Assists patient in completing medical history. Records specific information on the patient's dental record as dictated by the dentist. Helps patients understand procedures to make appointments.

Observes higher grade dental assistants providing chairside assistance. Performs the following tasks under the guidance of higher grade dental assistant or dentist: passes instruments, arranges and mixes dental materials; operates oral evacuator; retracts cheek and tongue; provides post-operative instructions. Properly wears gloves, mask, protective eyewear and barrier garment for all dental procedures.

Responsible for properly cleaning, packaging and sterilizing all dental instruments. Correctly organizes and sets up dental instruments, supplies and materials for each dental procedure. Uses appropriate infection control technique during set-up and clean-up.

Maintains operatory unit and clinic areas in a clean, orderly, and aseptic manner. Provides routine maintenance on dental equipment. Informs supervisor about repairs or adjustments needed for equipment in the clinic.

Properly stores dental instruments, supplies, materials and tray set-ups. Responsible for keeping assigned clinic area properly stocked with all necessary supplies, materials and instruments. Informs supervisor when inventory of supplies and materials are low.

#### B. Knowledge and Ability Required by Position

Ability to learn and follow procedures such as receiving patients, ordering supplies, organizing tray set-ups and using aseptic technique.

Ability to learn the use, care and storage of dental instruments, equipment and materials.

Ability to learn infection control procedures and technique.

Ability to interact with patients, to be able to explain procedures, give post-operative instructions, and make appointments.

Ability to learn basic dental terminology and record keeping procedures to properly enter information in patient records.

Dexterity to be able to pass instruments and materials, to suction and retract when assisting.

C. Supervisory Controls

All assignments are clearly defined through clear, specific, and detailed instructions. The dental assistant trainee works as instructed and consults with dentist or higher grade dental assistant on all matters not specifically covered in the original guidelines or instructions. The work is closely controlled through the structured nature of the work itself, and through supervisory review which includes checking progress and/or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

D. Guidelines

Specific guidelines and procedures exist for all work assignments. Except for simpler, repetitive tasks such as making or verifying appointments, the dentist or higher grade assistant usually provides detailed guidelines when a task is assigned. The dental assistant trainee strictly adheres to these guidelines.

E. Complexity

Assignments are repetitive or involve steps which are clearly defined. Actions to be taken or responses to be made are readily discernable, or employee requests assistance.

F. Scope and Effect

Performance of specific duties facilitates the work of the dentist and other dental assistants.

G. Personal Contacts

Contacts are with patients, dental staff, and other employees within the facility.

H. Purpose of Contacts

The purpose of contacts with other employees is to exchange information. Contacts with patients are to provide limited services and obtain information.

I. Physical Demands

Duties require long periods of standing and walking.

J. Work Environment

Work involves danger of exposure to patients having communicable diseases. Dental assistant trainee must exercise caution to prevent cuts and burns in handling instruments. Dental assistant trainee must wear gloves, masks, protective eyewear, and barrier garment for all dental procedures.

**QUALITY ASSURANCE CRITERIA  
ASEPSIS & CLINIC MAINTENANCE  
(GS-2)**

**CRITERION #1: PROTECTION**

- A) All dental staff will wear gloves, mask protective eyewear and a barrier garment for all dental procedures
- B) Rubber dam isolation will be used for all dental procedures whenever practical.
- C) Needlestick shields will be used for all anesthetic syringes.
- D) Smocks, scrubs, and lab coats will not be worn outside of the dental clinic. Visibly soiled covers will not be worn.

**CRITERION #2: BIOHAZARD DISPOSAL**

- A) All hazardous waste (e.g. used needles, blades, sutures) will be placed in the appropriate disposal container.
- B) All biohazardous waste (e.g. blood, tissue, extracted teeth) will be placed in the appropriate biohazardous waste disposal container.

**CRITERION #3: OPERATORY CLEAN-UP**

After dismissing a patient and before seating the next patient, the following will be preformed:

- A) Used instruments, air-water syringe tip, handpieces, and suction tips removed to the clean-up area.
- B) Used gauze, paper, etc. properly disposed.
- C) Dental chair, counter and cart tops, air-water syringe and suction tubes cleaned and disinfected with proper agent(s).
- D) Handpieces are cleaned, prepared and sterilized.
- E) Appropriate barrier materials are placed on counters, light handles, chairs, and delivery stands.
- F) Utility gloves are used during clean-up.

**CRITERION #4: ASSIGNED CLINIC AREAS - CLEAN-UP**

- A) All assigned areas will be cleaned and resupplied according to clinic policy.
- B) Instruments will be properly cleaned, disinfected or sterilized. Correct packaging of dental instruments set-ups will include the date and assistant's initials on all packages.
- C) Supplies will be ordered so there is no shortage of supplies or dental materials, and no excess or outdated materials on hand.

**CRITERION #5: CHAIRSIDE ASEPSIS**

- A) Aseptic technique will be utilized at all times when treating patients.
- B) Unit dose concept is utilized for dental materials and supplies. Non-contaminated forceps or overglove is used to retrieve needed materials.

**QUALITY ASSURANCE CRITERIA  
DENTAL ASSISTING - CHAIRSIDE  
(GS-2)**

**CRITERION #1: RECEIVING PATIENTS**

- A) Patients are greeted in a timely and courteous manner, seated, and draped in proper manner.
- B) The procedures to be performed are explained in a manner that the patients can understand and feel comfortable.
- C) The dental record and health questionnaire are displayed in plain view. Radiographs pertinent to the procedure are displayed on the view box.
- D) The dentist is promptly notified when the patient is ready to receive the treatment.

**CRITERION#2: INSTRUMENT AND MATERIAL PREPARATION**

- A) The instrument set-up is prepared to follow the identified treatment plan according to protocol for the procedure to be done.
- B) Required materials for routine procedures are available at the operatory unit and dispensed according to infection control procedures.
- C) Dental materials are prepared according to the manufacture's and/or dentist's directions.

**CRITERION #3: FOUR-HANDED ASSISTING**

- A) An acceptable intraoral working field is maintained through tissue retraction, fluid evacuation, irrigation, and drying.
- B) Instrument transfers are accomplished smoothly, using aseptic technique, in the correct sequence, and with appropriate technique.
- C) The need for instruments and materials for routine procedures is anticipated.
- D) Provides four-handed assisting to a dentist/EFDA, and follows the dentist/EFDA's instructions and leaves the chair only with their approval.

**CRITERION #4: DISMISSING PATIENTS**

- A) Checks the patient's face and clothing, and removes any debris before dismissal.
- B) Appropriate postoperative instructions are given in a manner the patient can understand.
- C) The patient is informed of the treatment planned for the next appointment.
- D) The patient is given the appointment slip and directed to the front desk.

**QUALITY ASSURANCE CRITERIA  
RECORDING AND DATA ENTRY  
(GS-2)**

**CRITERION #1: MEDICAL HISTORY TRANSFERRED**

- A) Findings on the health questionnaire are transferred to the dental record form HSA 42-1.
- B) Specific allergies, medical conditions, or medications are plainly written on form HSA 42-1.

**CRITERION #2: FORM HSA 42-1 PREPARED**

- A) Form HSA 42-1 has prevention sticker affixed.
- B) The prevention sticker contains indication of the patient's suitability for supplemental fluoride.

**CRITERION #3: CHARTING ACCURATE**

- A) Pages within the dental record are in the proper sequence and in the proper place within the primary health record. No part of the health record is misplaced.
- B) Data from examinations are recorded accurately following the IHS and clinic protocols format.

**CRITERION # 4: FORMS HSA 42-1 AND 42-2 ACCURATE**

- A) The demographic section of the Form HSA 42-2 is complete and accurate.
- B) The patient's name is written on Form 42-2.
- C) The dental auxiliary has initialed Form HSA 42-1 and 42-2.
- D) The patient's next visit is indicated on HSA 42



DENTAL ASSISTANT  
GS-681-03

I. INTRODUCTION:

This position is located at the Service Unit Dental Clinic. The position requires that the dental assistant travel to field clinics in the Service Unit. This position is an advanced trainee position is an advanced trainee position preparing for higher level duties. The trainee will perform tasks, which will later be described, with the dentist or the higher level dental assistant, acting as a preceptor.

II. MAJOR DUTIES:

- Performs chairside assistance in all phases of general dentistry, which encompasses all routine dental procedures.
- Receives and routes patients and schedules appointments.
- Records all treatment rendered to patients as dictated by the dentist and accurately retrieves and files dental charts.
- Responsible for cleaning, sharpening, packaging and sterilizing all dental instruments for proper storage.
- Prepares patient and operating for proper procedures including proper instrument set-ups.
- Operates dental x-ray equipment to take intra and extra-oral radiographs. Correctly positions patients and film to achieve high quality x-rays, develops, labels, and stores film.
- Performs routine dental laboratory procedures, including pouring and trimming models, and constructing custom impression trays, and fabricating base plates and bite rims.
- Responsible for keeping the clinic well supplied and requisitioning dental supplies and equipment.
- Relays to patient post treatment instructions as well as motivating and instructing patients in proper oral hygiene and preventive health measures.
- Maintains the dental clinic in a clean and orderly manner.
- Provides periodontal therapy, prophylaxis, and fluoride treatments as directed by the dentist.
- Places rubber dams isolation as directed by the dentist.

III. FACTORS:

Factor 1 - Knowledge required by the position:

- Knowledge of instruments normally used in routine dental procedures for general dental procedures.
- Ability to efficiently perform chairside techniques in general dental procedures.
- Knowledge of dental terminology and record keeping to properly enter information on the patient record.
- Knowledge of dental anatomy and ability to properly expose and process diagnostic radiographs.
- Ability to explain to patients post operative and preventive instruments.



## Factor 2 - Supervisory Controls:

Assignments are provided by the dentist and contain general descriptions of how and what is to be done. Deviation from routine assignments are referred to supervisor for further direction. New or difficult assignments are to be accompanied by detailed instructions and checked by supervisor. Work assignments which are training opportunities are checked by the supervisor for accuracy and compliance with established procedures.

## Factor 3 - Guidelines:

Specific guidelines concerning all important aspects of the working environment are established. Work is completed according to these guidelines and very little latitude is allowed in selecting courses of action in cases which deviate from normal.

## Factor 4 - Complexity:

Performs a number of clinical support activities, including chairside assistance and radiographic work, which involve a variety of sequential steps and processes. In each case the category of the particular task determine what steps are to be taken.

## Factor 5 - Scope and effect:

Chairside assisting, clinic maintenance and record keeping comprise a significant amount of work performed. The position facilitates the work of the dental team and affects the attitude of patients and increases the efficiencies of the dental team.

## Factor 6 - Personal Contacts:

Contacts are with the dental team and patients of the facility.

## Factor 7 - Purpose of contacts:

Contacts with employees are the exchange information and facilitate the work of the dental team. Contacts with patients are to exchange information regarding procedures and prevention regimens.

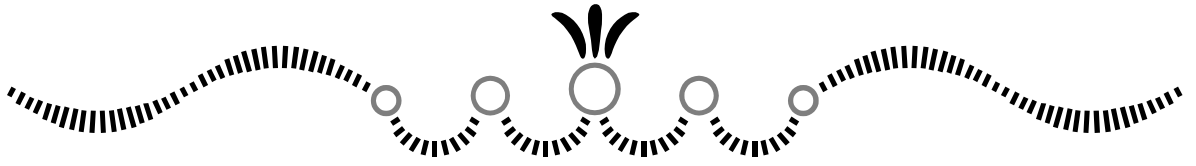
## Factor 8 - Physical Demands:

Position requires long periods of standing, walking, sitting and bending.

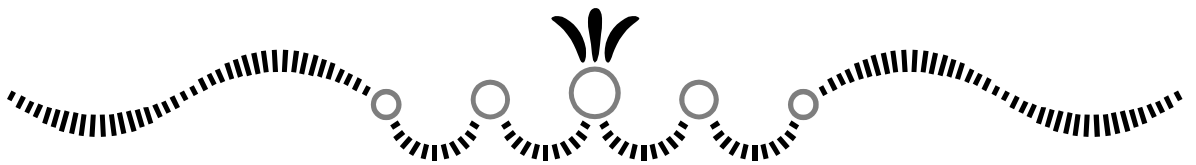
## Factor 9 - Work Environment:

Work involves regular and recurring exposure to potential hazards of communicable diseases and radiation, and of burns and cuts when sterilizing and sharpening instruments. Eyeglasses and surgical masks must be used as protection against flying debris during treatment, lead aprons and shields will be used as protection against radiation.

Work involves traveling to different field clinics within the service unit and assignment to different clinics on an as needed basis.



# Resource List



## Resource List for IHS Dental Assisting Education Criteria-Based Learning

Item	Vendor	Cost
<p><i>Planning Tools for Training Dental Assistants On-the-Job</i> (booklet)</p> <ul style="list-style-type: none"> <li>● Training Curriculum</li> <li>● GS-2 &amp; GS-3 Position Descriptions</li> <li>● Resource List</li> <li>● Roles &amp; Responsibilities</li> <li>● Interview Questions</li> <li>● Orientation Checklist</li> <li>● Tips to be Successful</li> </ul>	<p><b>Erma J. Casuse</b> IHS Clinical Support Center Two Renaissance Square 40 North Central Avenue, Suites 780 Phoenix, AZ 85004</p> <p>602-364-7777 Ext. 7749 Fax 602-364-7788 E-mail: <a href="mailto:erma.casuse@ihs.gov">erma.casuse@ihs.gov</a></p>	<p>\$25.00 each booklet*</p> <p>*If Headquarters shares have been taken.</p>
<p><i>Pathways: IHS Dental Assisting Education</i></p>	<p><b>Available on-line.</b></p>	<p>No charge</p>
<p><i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> (Robinson &amp; Bird, 2007) ISBN: 978-1-4160-3668-5</p> <p><b>Instructor's Manual</b> <b>800-222-9570</b></p>	<p><a href="http://www.amazon.com">www.amazon.com</a> or</p> <p><b>W.B Saunders Company</b> 11830 Westline Industrial Drive St. Louis, MO 663145</p> <p>800-545-2522 Fax: 314-453-4535 E-mail: <a href="http://www.elsevierhealth.com">www.elsevierhealth.com</a></p> <p><b>Cathy Boyer (Gov Rep.)</b> <b>800-325-4177 ext. 4979</b> <a href="mailto:c.boyer@elsevier.com">c.boyer@elsevier.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><i>Essentials of Dental Assisting 4<sup>th</sup> Ed.</i> Student Workbook (Robinson &amp; Bird, 2007) ISBN: 978-1-4160-4041-5</p>	<p><a href="http://www.amazon.com">www.amazon.com</a> or</p> <p><b>W.B Saunders Company</b> 11830 Westline Industrial Drive St. Louis, MO 663145</p> <p>800-545-2522 Fax: 314-453-4535 E-mail: <a href="http://www.elsevierhealth.com">www.elsevierhealth.com</a></p> <p><b>Cathy Boyer (Gov Rep.)</b> <b>800-325-4177 ext. 4979</b> <a href="mailto:c.boyer@elsevier.com">c.boyer@elsevier.com</a></p>	<p>Contact vendor or current pricing.</p>
<p>Centers for Disease Control and Prevention (CDC) <i>Guidelines for Infection Control in Dental Health-Care Setting – 2003</i></p>	<p><b>Electronic copy available on-line.</b> <a href="http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5217a1.htm">www.cdc.gov/mmwr/preview/mmwrhtml/rr5217a1.htm</a></p>	<p>No charge</p>

Item	Vendor	Cost
<p><i>Dental Instruments: A Pocket Guide 2<sup>nd</sup> Ed.</i> (Boyd, 2005)</p>	<p><a href="http://www.amazon.com">www.amazon.com</a> or <b>W.B Saunders Company</b> 11830 Westline Industrial Drive St. Louis, MO 663145</p> <p>800-545-2522 Fax: 314-453-4535 E-mail: <a href="http://www.elsevierhealth.com">www.elsevierhealth.com</a></p> <p><b>Cathy Boyer (Gov Rep.)</b> <b>800-325-4177 ext. 4979</b> <a href="mailto:c.boyer@elsevier.com">c.boyer@elsevier.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><i>Mosby's Dental Dictionary</i> (2004) ISBN:0-323-02510-2</p>	<p><a href="http://www.amazon.com">www.amazon.com</a> or <b>W.B Saunders Company</b> 11830 Westline Industrial Drive St. Louis, MO 663145</p> <p>800-545-2522 Fax: 314-453-4535 E-mail: <a href="http://www.elsevierhealth.com">www.elsevierhealth.com</a></p> <p><b>Cathy Boyer (Gov Rep.)</b> <b>800-325-4177 ext. 4979</b> <a href="mailto:c.boyer@elsevier.com">c.boyer@elsevier.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><i>The New American Medical Dictionary and Health Manual</i> ISBN: 978-0451070555 (Rothenberg, 1999, paperback)</p>	<p><a href="http://www.amazon.com">www.amazon.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><i>The Merriam-Webster Dictionary</i> (Paperback, 2004) ISBN: 0-87779-930-X</p>	<p><a href="http://www.amazon.com">www.amazon.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><i>Chairside Instructor</i></p>	<p><b>American Dental Association</b> 211 East Chicago Avenue Chicago, IL 60611</p> <p>800-947-4746 E-mail: <a href="http://www.ada.org">www.ada.org</a></p>	<p>Contact vendor for current pricing.</p>
<p>Dexter Plastic Skull with Teeth #54-6001</p>	<p><b>Rinn</b> 1212 Abbott Drive Elgin, IL 60123-1819</p> <p>847-742-1115 E-mail: <a href="http://www.rinncorp.com">www.rinncorp.com</a></p>	<p>Contact vendor for current pricing.</p>
<p>XCP Instrument Kit (with bitewing) #54-2001</p>	<p><b>Rinn</b> 1212 Abbott Drive Elgin, IL 60123-1819</p> <p>847-742-1115 E-mail: <a href="http://www.rinncorp.com">www.rinncorp.com</a></p>	<p>Contact vendor for current pricing.  (Ask for government price)</p>

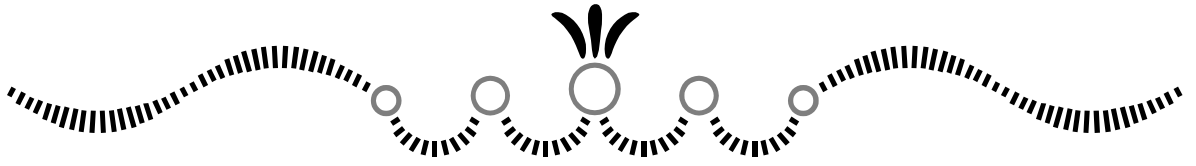
Item	Vendor	Cost
"Dam It, It's Easy" Manual or Video	<b>Coltene Whale Dent</b> 235 Ascot Parkway Cuyahosa, OH 44223  800-221-3046 Fax 330-221-3046 E-mail: <a href="http://www.coltenewhaledent.com">www.coltenewhaledent.com</a>	Contact vendor for current pricing.
Typodont: Adult Dentition	<b>Columbia Dentoform Corp.</b> 34-24 Hunters Point Avenue Long Island, NY 11101  718-482-1569 Fax: 718-482-1585 E-mail: <a href="http://www.columbiadentoform.com">www.columbiadentoform.com</a>	Contact vendor for current pricing.  (30% Discount Federal Institutions)
Typodont: Child (pedo.) Dentition	<b>Columbia Dentoform Corp.</b> 34-24 Hunters Point Avenue Long Island, NY 11101  718-482-1569 Fax: 718-482-1585 E-mail: <a href="http://www.columbiadentoform.com">www.columbiadentoform.com</a>	Contact vendor for current pricing.  (30% Discount Federal Institutions)
Typodont: Mixed Dentition	<b>Columbia Dentoform Corp.</b> 34-24 Hunters Point Avenue Long Island, NY 11101  718-482-1569 Fax: 718-482-1585 E-mail: <a href="http://www.columbiadentoform.com">www.columbiadentoform.com</a>	Contact vendor for current pricing.  (30% Discount Federal Institutions)
Rubber Mold: Adult Dentition #R-22	<b>Columbia Dentoform Corp.</b> 34-24 Hunters Point Avenue Long Island, NY 11101  718-482-1569 Fax: 718-482-1585 E-mail: <a href="http://www.columbiadentoform.com">www.columbiadentoform.com</a>	Contact vendor for current pricing.  (30% Discount Federal Institutions)
Rubber Mold: Child (pedo.) Dentition #R-200	<b>Columbia Dentoform Corp.</b> 34-24 Hunters Point Avenue Long Island, NY 11101  718-482-1569 Fax: 718-482-1585 E-mail: <a href="http://www.columbiadentoform.com">www.columbiadentoform.com</a>	Contact vendor for current pricing.  (30% Discount Federal Institutions)
Rubber Mold: Mixed Dentition #R-24	Columbia Dentoform Corp. 34-24 Hunters Point Avenue Long Island, NY 11101  718-482-1569 Fax: 718-482-1585 E-mail: <a href="http://www.columbiadentoform.com">www.columbiadentoform.com</a>	Contact vendor for current pricing.  (30% Discount Federal Institutions)

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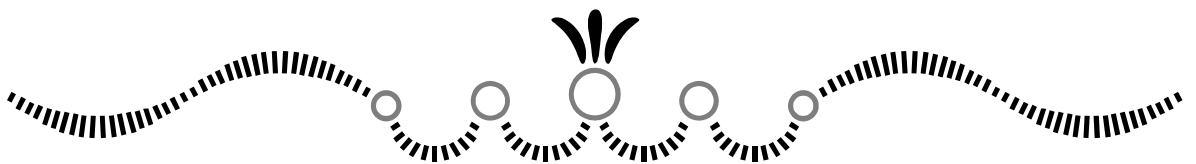
## Resource List for Dental Assistant Trainer Criteria-Based Learning

Item	Vendor	Cost
<p><b><i>Instructor's Manual Essentials of Dental Assisting 4<sup>th</sup> Ed.</i></b> (Robinson &amp; Bird, 2007) ISBN: 978-1-4160-3668-5</p>	<p><b>W.B Saunders Company</b> 11830 Westline Industrial Drive St. Louis, MO 663145</p> <p>800-545-2522 Fax: 314-453-4535 E-mail: <a href="http://www.elsevierhealth.com">www.elsevierhealth.com</a></p> <p><b>Cathy Boyer (Gov Rep.)</b> <b>800-325-4177 ext. 4979</b> <a href="mailto:c.boyer@elsevier.com">c.boyer@elsevier.com</a></p> <p><b>Instructor Manual</b> <b>800-222-9570</b></p>	<p>Contact vendor for current pricing</p>
<p><b><i>Improve On-the-Job Training:How to Establish and Operate a Comprehensive OJT Program</i></b> (Rothwell &amp; Kazanas 1994) ISBN: 1-55542-665-4</p>	<p><a href="http://www.amazon.com">www.amazon.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><b><i>Human Resource Development:The New Trainer 2<sup>nd</sup> Ed.</i></b> (Scannel &amp; Donaldson, 2000) ISBN: 0-7328-0328-9</p>	<p><a href="http://www.amazon.com">www.amazon.com</a></p>	<p>Contact vendor for current pricing.</p>
<p><b><i>Active Training: A Handbook of Techniques, Designs, Case Examples, and Tips 3<sup>rd</sup> ED.</i></b> (Silberman &amp; Auerbach, 2006) ISBN: 978-0787976231</p>	<p><a href="http://www.amazon.com">www.amazon.com</a></p>	<p>Contact vendor or current pricing.</p>
<p><b><i>Using Visual Aids: A Guide for Effective Presentations</i></b> Revised Edition (Rains &amp; Williams, 1995) ISBN: 1-56052-326-3</p>	<p><a href="http://www.amazon.com">www.amazon.com</a></p>	<p>Contact vendor for current pricing.</p>

*July 2007*



# **Roles & Responsibilities**



## **Roles and Responsibilities in Dental Assisting Training**

The role of Chief, Service Unit Dental Program involves the following responsibilities:

1. Recommends qualified dental assistant to be dental assistant trainers. (See attachment Dental Assistant Trainer Qualifications)
2. Arranges for required personal protective device (glasses, gowns/scrubs), radiology badges, and nametags to be available.
3. Attends to the necessary documentation for students to be present in the dental clinic. This might include volunteer agreements, immunization record, and OSHA/CDC Infection Control guidelines.
4. Creates a warm, accepting, helpful environment for trainees in the dental clinic. This includes arranging for them to be included as members of the dental clinic staff, and having a place for them to leave personal belongings.
5. Schedules regular conference with Dental Assistant Trainer concerning the progress of the trainees.
6. Arrange time and helps to organize workshops and meeting to explain and link dental staff with training activities
7. Supports Dental Assistant Trainer with new role and responsibilities.





## Dental Assistant Trainer Qualifications

A dental assistant with the following qualifications would be a good candidate for a trainer.

1. Consistent, superior performance and expertise in dental assisting which are documented and verified by supervisor.
2. Current certification (IHS, DANB, State) in radiology.
3. A minimum of five years successful dental assisting experience immediately prior to present assignment.
4. Professional skills, knowledge, and competencies of an expanded function dental assistant (EFDA).
5. Continued professional growth through continuing education (CE), and participation in service unit, dental clinic or community projects.
6. Effective interpersonal relationships with colleagues, patients and supervisor.
7. Flexibility and adaptability in working with adults.
8. Previous experience in training dental assistants



## **Roles and Responsibilities in Dental Assisting Training**

The role of the dental assistant trainer includes the following responsibilities:

1. Orient the trainee with the policy and procedures of the dental clinic
2. Discuss the scope and sequence of the IHS Dental Assisting Training curriculum.
3. Explain the training agreement outline with trainee, and develop weekly training plan.
4. Schedule time with the trainee for cooperative planning and follow-up conferences.
5. Provide trainee with regular feedback about progress and proficiency achievements.
6. Create a positive atmosphere for discussing problems.
7. Help the trainee identify learning problems and plan alternate solutions
8. Encourage the trainee to experience a variety of learning experiences.
9. Assist the trainee to achieve good dental assisting techniques.
10. Treat trainee as a professional.
11. Complete competency and performance evaluation forms.
12. Establish and maintain communication with service unit staff, school personnel, and Dental Assisting Training Coordinators about training program, and progress of the trainees.

## **General Policies for the Dental Assistant Trainee**

You are expected to be on the job on time. The dental staff must know that you will be in attendance each day. In case of illness, contact your dental assistant trainer as soon as possible.

You will observe all the rule, regulations and policies of the clinic.

The dental assistant trainer will be responsible for guiding you through the Dental Assisting Training Program.

The dental assistant trainer makes decisions to dismiss you from the training program in the event of an unsatisfactory situation. Among the causes for dismissal will be inadequate attention to infection control policies, irregular attendance, lack of progress, and failure to exemplify good conduct.

You will be expected to be prepared and to attend weekly evaluation and planning session. During this time, you will discuss your progress, and decide which training objectives will be worked on during the next week. You may also be invited to attend staff meetings or in-service workshops.

I agree to follow these policies.

\_\_\_\_\_  
Name of Trainee Date

\_\_\_\_\_  
Name of Dental Assistant Trainer Date

The telephone number for the dental clinic: \_\_\_\_\_

The address of the dental clinic: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Example**

## Dental Clinic Training Agreement

<b>Date</b>	<b>Criteria</b>	<b>Activity</b>	<b>Trainer</b>	<b>Initials</b>
11/2/07	To be able to use Universal Precautions	<ul style="list-style-type: none"><li>• Observe DA in clinic</li><li>• Watch videotape</li><li>• Complete workbook</li></ul>	Marie	
11/3-5/07		<ul style="list-style-type: none"><li>• Work with DA</li><li>• Demonstrate use of Universal Precautions</li></ul>	Erma	

We have discussed the training agreement for the week. I understand and agree to complete the activities scheduled.

\_\_\_\_\_  
Name of Trainee

\_\_\_\_\_  
Date

\_\_\_\_\_

\_\_\_\_\_

# Dental Clinic Training Agreement

Date	Criteria	Activity	Trainer	Initials

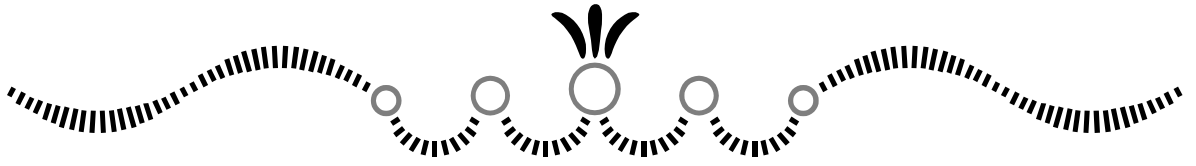
We have discussed the training agreement for the week. I understand and agree to complete the activities scheduled.

\_\_\_\_\_  
Name of Trainee

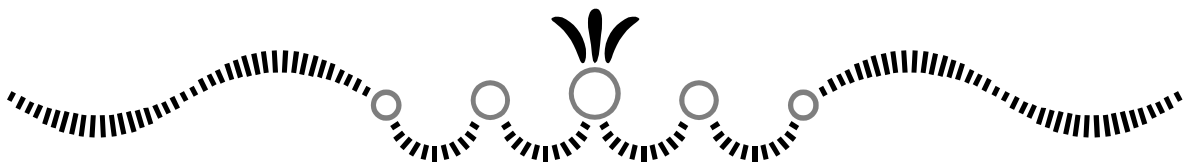
\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Trainer

\_\_\_\_\_  
Date



# Interview Questions



## Suggestions for Interviewing for a New Dental Assistant Trainee

Although a candidate may not have had a formal job, he/she may have had work experience. This might include answering the telephone in the principle's office at the high school or doing volunteer work at the senior citizen's center.

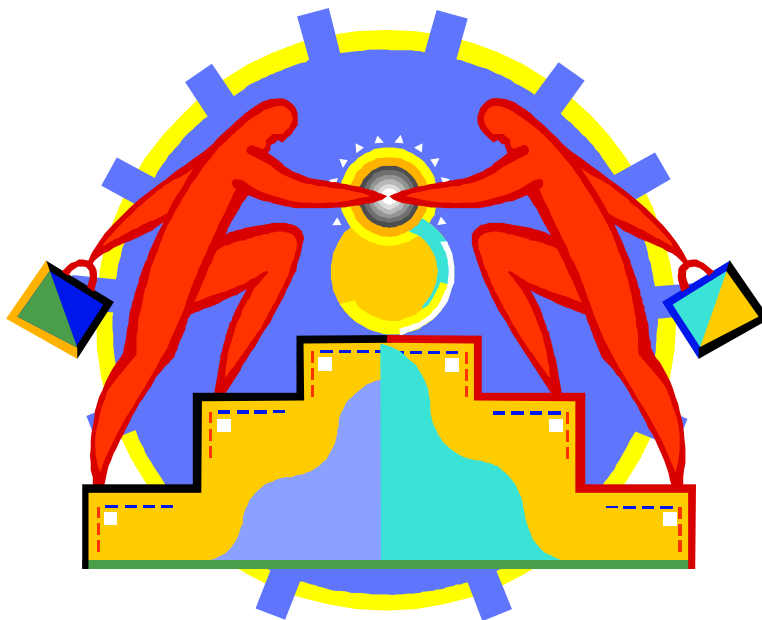
You might consider team interviews when dental staff interview the prospective applicant. The rationale for more than one person interviewing is based on the following reasons:

- If staff is going to work with a dental assistant trainee, then everyone on the staff should have input to the decision process about who is chosen.
- If more than one person interviews, you will have a better assessment of the applicant.

Interviews should be structured and arranged at a time where there will be no interruptions. A set of questions should be selected and asked of each candidate not only for fairness, but to allow you to compare candidate's answers. Open-ended questions encourage the applicant to talk, thereby providing you with additional insight and information to make a selection.

The following list of questions\* is offered as a guide. Select the questions most useful to you. After each interview, complete the interview analysis form. This matrix enables you to evaluate each candidate as well as to compare characteristics among different candidates.

\*Modified from Clar, James W.: Clinical Dentistry. Vol. 5, Chap. p.16 Philadelphia: J. B. Lippincott. Rev. Ed. 1990





## **Interview Questions for an Applicant Who has Previous Work Experience**

Briefly explain the position outlining the type of tasks expected.

Select the questions which are most useful for you.

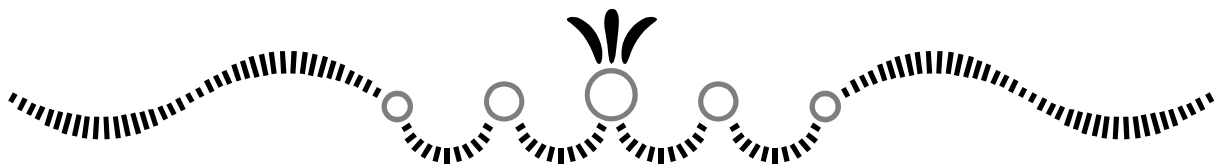
1. Tell me about your previous or current job. When did you first start working? Have you has any part-time or summer jobs? (Probe for type of work experience, such as answering the phone, interactions with tribe or community, any volunteer experience.)
2. Tell me why you decided to apply for this position? (Listen for reasons: what does the applicant want to get out of the job.)
3. In a previous or current position, describe what has been the most rewarding or stimulating? (Probe for insight into temperament, attitude, skill and interest.)
4. Tell me which part of your job you feel was not satisfying and what you would have like to be different. (Probe for insight into temperament, attitude.)
5. Tell me about work history in general with respect to how much responsibility you were given. Were you given specific responsibilities? How did you feel about taking on those responsibilities? Ask for specific examples. (Probe for feelings relative to facts given. Is the person job-tasked oriented? Was he/she frustrated? Clues can emanate with respect to whether the individual wants responsibilities, whether he/she is a “motivator” type person.)
6. What do you think about your current salary, fringe benefits, working conditions, etc.? (Probe to find out if the candidate places heavy emphasis on factors external to the job vs. concern and interest in the work itself. You may find out that the individual has a heavy focus on salary, fringe benefits, etc., and has little interest in what the job itself offers. It may be expected that this position may be treated in the same way.)
7. How would your co-workers describe you? (Clues may be given if the applicant is hypercritical. It is important to understand that the position may have been structured in a certain manner, so there is justification for facts offered; therefore, it is necessary to add up several factors in making a decision.)
8. Summing up, what would you consider your strong points and which areas could be strengthen or improved? (The responses may indicate clarity of communication, ego strengths and weaknesses, degree of openness.)
9. Is there anything else you would like to share about your skills and abilities to the tasks of the positions?
10. Do you have any questions about this position, our program or about employment in the federal government or tribal programs?

## Interview Questions for an Applicant Who has No Previous Work Experience

Briefly explain the position outlining the type of tasks expected.

Select the questions which are most useful for you.

1. Tell me why a career in dental assisting appeals to you. How did you become interested in dental assisting? (How realistic are expectations? What does the applicant know about the job? Is this going to be a job that just fills the need for making money?)
2. Describe your high school life: highlight? low points? (Listen for clues as to what issues are important to the applicant. Probe for applicant's interest; academic subjects vs. social)
3. What were your favorite subjects? What were your tough subjects?
4. Tell me about your extracurricular activities. (Answers may give clues as to energy level and attitude toward people.)
5. Have you ever belonged to any clubs? Are you currently in any clubs? If so have you ever held a leadership position? (Clues to achievement orientation and leadership skills. This can give you an idea as to how he/she will react on the job. Were the clubs socially oriented? Does this match your expectation?)
6. Summing up, what would you describe as your strong points?
7. What could be improved or strengthened? (The response may indicate clarity of communication, ego strengths and weaknesses, and degree of openness.)
8. Do you have any questions about the job or our program?
9. Is there anything else you would like to share about your skills as abilities to do the task of the positions
10. Do you have any questions about employment in the federal government or tribal program?



## Interview Analysis Form

Date of interview: \_\_\_\_\_ Interviewer's Name: \_\_\_\_\_

Name of Applicant: \_\_\_\_\_

Position Applied For: \_\_\_\_\_

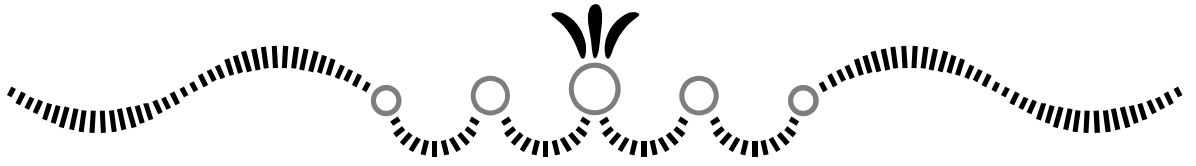
\* \* \* \* \*

(Circle Appropriate Description)

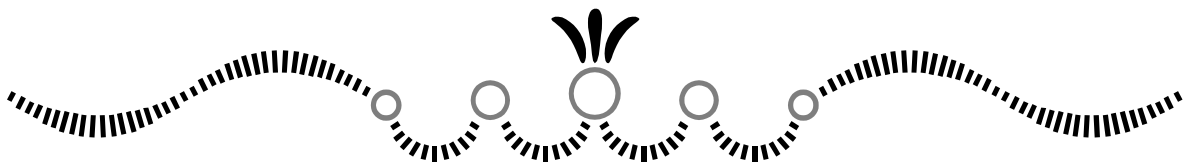
Characteristics	Exceptional	Satisfactory	Some Deficiencies	Not Satisfactory
<b>Knowledge of the position</b>	Extensive Knowledge	Moderate Knowledge	Has Limited Knowledge	Has No Knowledge
<b>Work Experience</b>	More Than Adequate	Adequate Work Experience	Less Than We Prefer	No Experience
<b>Communication</b>	Excellent	Adequate	Limited	Poor
<b>Timeliness</b>	Acceptable	Acceptable	Not Acceptable	Not Acceptable
<b>Confidence</b>	Comfortable & Confident	Seemed Comfortable	At Times Seemed Uncomfortable	Seemed Uncomfortable
<b>Appearance</b>	Well-dressed & Groomed	Properly Groomed	Less Than Satisfactory	Sloppy
<b>Interest in our Clinic</b>	Very Interested	Appeared Interested	Shows Limited Interest	Shows No Interest
<b>Appreciation of Tribal Community</b>	Very Knowledgeable	Knowledgeable	Limited Knowledgeable	No Knowledgeable Of Community
<b>Overall Impression</b>	Excellent	Satisfactory	Some Deficiencies	Not Favorable

*July 2007*

Comments:



# Tips To Be Successful



# **New Dental Assistant Trainee Checklist**

As a new employee, you want to do a good job. To find out what you are expected to know, you need to ask questions. The answer to the questions listed below will help you learn more about your job.

1. Who is my supervisor?
2. Who is my trainer?
3. What if my trainer is not here, who do I go to when I have questions to ask?
4. As a trainee, what are my duties and what is expected of me:
  - What if I do not know how to do these duties?
  - What is the IHS Dental Assistant Education Program?
5. How will my performance be evaluated?
6. What are my work hours?
7. What if I am late for work?
8. When do I get paid?
9. How do I get paid?
10. When may I take sick leave?
11. When may I take annual leave?

12. Where can I park my car?
13. What is the address and phone number of the clinic?
14. What is the policy for personal telephone call?
15. What is the policy for cell phones in the clinic?
16. What time and where can I eat lunch?
17. How do I get a name tag and radiation badge?
18. What am I expected to wear to work? (dress code)
19. How do I get safety glasses?
20. What immunizations do I need and where can I get them?
21. Is there a Union, who is the representative?
22. As a new employee, what forms should I fill out?
23. What benefits am I eligible for? (Health & Life Insurance, TSP or 401k)
24. Are there emergency plans? (fire, tornado, flood, earthquake or disaster)
25. Can you think of other questions you might want to ask?

**Remember:**

If you do not understand something or want more information **ask questions!**

## Tips To Be a Successful Dental Assistant Trainee

### Tip # 1: Ask questions.

If you do not understand something or you need more information ask questions.

#### How to Ask Questions

Asking questions can help you learn. Here are some ways to ask questions:

“I don’t understand something. Is this a good time to ask you about it?”

How do I do \_\_\_\_\_? What does \_\_\_\_\_ mean?”

“You may have told me this before, but I can’t remember. How do you do \_\_\_\_\_ or where do you find \_\_\_\_\_?”

“I know how to do this \_\_\_\_\_, but I can’t remember why it has been done this way.”

#### When to Ask Questions

A **good** time to ask questions:

- If something does not make sense to you.
- If you need more information.
- If you have to do something you do not understand.
- If your trainer ask you if you have questions.

A **bad** time to ask questions:

- If something would upset the patient.
- If it would interrupt patient care.
- If your trainer is busy.

A good idea is to write down questions so you do not forget what you want to ask. Then you can ask your questions when it is convenient.

### Tip # 2: Don’t pretend.

If you are unsure or confused about how to do something, don’t pretend. You are part of the dental team. Dental staff rely on you. Patients will be asking you questions. You may have to explain or translate what the dentist said to the patient. You will learn from each staff member, and patients will learn from you.

### **Tip # 3: If you want to do a good job, watch and listen.**

The dental clinic is more than a place where patients receive dental treatment. It is your classroom. You will **see** dental assistants setting up trays, sterilizing instruments, and working with the dentist. You will **hear** dental terms (words) being used. You will be able to understand and learn if you **watch and listen** to what is happening in the dental clinic.

### **Tip # 4: Practice and ask for feedback.**

Remember when you learned to drive a car. There were many things to pay attention to ...changing gears, steering, watching the road for signals. Whoever helped you learn to drive gave you feedback. “You are in the wrong gear, nice turn you missed the tree.” That feedback Helped you learn to drive. By practicing and asking questions, you will be able to improve your Skills and become a competent dental assistant.

#### Way to Ask for Feedback

- “Would you watch me, and tell me if I do it right?”
- “How can I do this better?”
- “Would you check to see if I did this right?”
- “I know how to do \_\_\_\_\_, but I get mixed up about how to do \_\_\_\_\_?”

The Indian Health Service Division of Oral Health is proud of the dental care provided to American Indians and Alaska Native people. The IHS wants you to be equally proud of the contribution that you, as a competent dental assistant, will make in providing quality dental care.

**Good luck and remember the helpful tips!**

#### **Helpful Tips**

1. If you do not understand something, **ask questions.**
2. Don't **pretend.**
3. If you want to increase your knowledge **watch and listen.**
4. If you want to do a good job, **practice and ask for feedback.**



# “What to Say...”

When you work in a professional field such as dentistry, there are special terms that are used. It is important for you to use these terms and to understand what they mean so you are able to:

1. Talk with the dentist and other dental staff.
2. Explain and give information to patients.
3. Be organized as a trained dental assistant.

Here are some words to help you.

<b>Instead of saying...</b>	<b>Say...</b>
Drill	Handpiece
Oops!	Don't say anything.
Pain or hurt	Discomfort or uncomfortable
Pull the tooth	Remove the tooth
Blood	Heme/hemorrhage
Giving a shot (adult)	Giving anesthetic
Giving a shot (child)	Giving sleepy juice or a bubble
Tools	Instruments

**Remember to watch, listen and ask questions.**

## Here are some ideas to help you answer the telephone.

Answering the Call	This is Better	Than This
Greeting the Caller	Good morning, this is the Rock Point Dental Clinic, may I help you.	Hello Dental Clinic What do you want?
Making Sure	Would you repeat you name for me please? Would you spell you name for me?	What name did you say? Talk a little louder. I can't understand what you're trying to say.
Acknowledging	Thank you. I'll have Dr. Jones paged for you. I will be glad to give her the message.	O.K. I'll see if I can get her. All right, I'll do what I can about it. I'll tell her what you said when I talk with her.

Handling Delayed Calls	This is Better	Than This
Called Line is Busy	Dr. Evans is on another call. May I take a message? May someone else help you? Would you care to wait?	He's busy now. She's talking now. Call back later.
Leaving Line	Would you mind waiting while I check please? It will take a few minutes. Would like to wait or should I call you back? (wait for acknowledgement)	Just a minute. Let me look around for it. I'll try to find it. Hold it; I'll see what I can do.
Returning to Line	Thank you for waiting. I have that information. I'm sorry to have kept you waiting. I can help you now.	Are you still waiting? I can't find it.
Called Party is not Available	Dr. Baker is with a patient. May I take a message? May someone else help you?	Dr. Baker is not here. I don't know when she'll be back: maybe next week. Why don't you call back later?
Assisting the Caller	I do not know that information. If you can hold I'll find someone who has that information. Let me transfer you to patient registration so they can help you.	I don't know who takes care of that. Call another department. We don't do that.
Completing the Conversation	Thank you for calling, Mr. Roanhorse. We will see you Thursday, November the 18 <sup>th</sup> at 1:00. Good-bye.	Bye-Bye OK So Long All right, bye. Later

# How to Take Professional Telephone Messages

## Use a Telephone Message Form

- ☎ Make it easier to remember what to ask.
- ☎ Less chance the message will be lost.
- ☎ Relying on memory can result in mistakes.

## Write Details Accurately

- ☎ Write name, date and time.
- ☎ Get caller's name, and complete telephone number, including extension and Area Code.
- ☎ Verify spelling of caller's name.
- ☎ Sign or initial message.

## Deliver Message Promptly

- ☎ Deliver message in person.
- ☎ Place message on or near telephone.

<b>WHILE YOU WERE OUT</b>	
Dr. Smith	
<b>To:</b>	_____
<input checked="" type="checkbox"/> Please Call:	<u>Mary Johnson</u> <u>800-842-3588 ext. 2335</u>
<input type="checkbox"/> Returned Your Call	
<input type="checkbox"/> Will Call Again	
<b>Message:</b>	
_____	
<u>Has questions about</u> <u>supply order.</u>	
_____	
<b>Received By:</b>	<u>MBK</u>
<b>Date:</b>	<u>4/6/07</u> <b>Time:</b> <u>10:30 am</u>



# Golden Rule

When working with patients remember the **Golden Rule**:

Treat patients like you would want to be treated. . .**with respect.**

Here are some suggestions to greet and meet patients:

1. Use the patient's name. Introduce yourself and the dentist.  
"Good morning, Mr. Begay. I am \_\_\_\_\_. If you follow me, I will seat you. Dr. \_\_\_\_\_ will be right here."  
  
"Good morning, Mrs. Johnson. I am \_\_\_\_\_. If you follow me I will seat you. We are running late, but Dr. \_\_\_\_\_ will be here in about five minutes."
2. After you seat a patient, ask what treatment he/she is expecting or wants to be done. This will help communication between the patient and the dentist.  
"Mrs. Antone, do you have any questions about what we are going to do today?"
3. If a patient asks you a question and you do not know the answer, tell them you will find out the answer. This will help you learn more about dentistry and the way the clinic operates.  
"That's a good question, but I do not know the answer. I will ask the dentist to explain it to both of us."

If you are a new trainee, tell the patient:

"I am training to be a dental assistant. I don't know the answer to your question, but I'll find out."

The **Golden Rule** is for patients and co-workers. You are a member of a team.

Treat co-workers like you would want to be treated. . .**with respect.**