

## DOCUMENT RESUME

ED 458 376

CE 082 487

TITLE Dental Assistant. FasTrak Specialization Integrated Technical and Academic Competency (ITAC). Revised.

INSTITUTION Ohio State Dept. of Education, Columbus. Div. of Career-Technical and Adult Education.

PUB DATE 2001-09-14

NOTE 13p.; For other FasTrak ITACs, see CE 082 485-494 and CE 082 496.

AVAILABLE FROM For full text:  
<http://www.ode.state.oh.us/ctae/teacher/fastrak/list.asp>.

PUB TYPE Guides - Non-Classroom (055)

EDRS PRICE MF01/PC01 Plus Postage.

DESCRIPTORS Adult Education; \*Allied Health Occupations Education; Competence; \*Competency Based Education; Degrees (Academic); \*Dental Assistants; Dental Evaluation; Educational Certificates; Graduation Requirements; \*Integrated Curriculum; \*Job Skills; Labor Force Development; Postsecondary Education; Secondary Education; \*State Programs; Statewide Planning

IDENTIFIERS \*Ohio

## ABSTRACT

This document contains an introduction to the Ohio Integrated Technical and Academic Competency (ITAC) and Specialization ITAC; an overview of the dental assistant occupation; a list acknowledging professionals who helped develop the competency list; and the comprehensive list of the professional or occupational competencies deemed essential for graduates to be able to perform proficiently when they graduate from an Ohio specialization workforce development program for dental assistants. The introduction explains the following: (1) critical academic, employability, and information technology skills have been integrated throughout the list to support the technical skills; (2) the competency profile can be used as the basis for curriculum development in Ohio's secondary, adult, and postsecondary programs; and (3) the specialization competency profile is organized so that it can be clustered or grouped in a modular approach. The overview of the occupation, addressed to the reader considering preparing to be a dental assistant, describes general duties, some specific tasks, employment opportunities, length of program, type of program (classroom instruction and/or work experience), and types of certificates and/or degrees. The competencies are grouped under broader skills that are, in turn, categorized under these 13 major topics: dental assistant orientation; dental anatomy; infection control and hazards management; general health; emergency procedures; preventive dental assisting procedures; chairside assistance; dental specialties; dental laboratory procedures; dental office procedures; radiographic procedures; communications; and professionalism. (YLB)

- [FasTrak Home](#)
- [Career Pathways](#)
- [FasTrak ITACs](#)

Dental Assistant

# FasTrak

Specialization Integrated Technical and Academic Competency (ITAC)

Updated Friday, September 14, 2001 01:26 PM

## Dental Assistant | [PDF Download](#)

### Acknowledgements

### Overview

23.01.00.0	<a href="#">Dental Assistant Orientation</a>
23.02.00.0	<a href="#">Dental Anatomy</a>
23.03.00.0	<a href="#">Infection Control and Hazards Management</a>
23.04.00.0	<a href="#">General Health</a>
23.05.00.0	<a href="#">Emergency Procedures</a>
23.06.00.0	<a href="#">Preventive Dental Assisting Procedures</a>
23.07.00.0	<a href="#">Chairside Assistance</a>
23.08.00.0	<a href="#">Dental Specialties</a>
23.09.00.0	<a href="#">Dental Laboratory Procedures</a>
23.10.00.0	<a href="#">Dental Office Procedures</a>
23.11.00.0	<a href="#">Radiographic Procedures</a>
23.12.00.0	<a href="#">Communications</a>
23.13.00.0	<a href="#">Professionalism</a>



Bob Taft, Governor | Susan Tave Zelman, Superintendent of Public Instruction  
 Contact ODE | Web site notes | Contact Web Manager | ODE home | Ohio home  
 Ohio Department of Education, 25 South Front Street, 6th Floor, Columbus, Ohio 43215-4183  
 1-877-644-6338  
 Career-Technical and Adult Education 614-466-3430

U.S. DEPARTMENT OF EDUCATION  
 Office of Educational Research and Improvement  
 EDUCATIONAL RESOURCES INFORMATION  
 CENTER (ERIC)

- This document has been reproduced as received from the person or organization originating it.
- Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PERMISSION TO REPRODUCE AND  
 DISSEMINATE THIS MATERIAL HAS  
 BEEN GRANTED BY

*R. Brounstein*

TO THE EDUCATIONAL RESOURCES  
 INFORMATION CENTER (ERIC)

CE082487

## Introduction to the Specialization ITAC

Revised 2001

The Ohio Integrated Technical and Academic Competency (ITAC) profiles are developed under the auspices of the Ohio Department of Education and the Ohio State Board of Education. They provide a broad-based educational response to Ohio's need for a skilled workforce. Each Specialization ITAC represents a profile of the professional or occupational competencies deemed essential for a graduate to perform proficiently when he or she graduates from the specialization workforce development programs in Business and Marketing, Industrial and Engineering Systems, Health Occupations, or Family and Consumer Sciences. The Specialization ITAC profile, in conjunction with the competencies identified in the Foundation and Clusters ITACs, provide a career pathway that can lead to employment or further education.

### Process and Intent

The integrated competency lists are the result of all encompassing research and review of existing competency profile lists and includes input from industry, labor, professional organizations, professional and industrial representation, and national standards for a specific industry/profession. Representatives from a broad cross-section of Ohio professional organizations, businesses/professions, industry, and labor played a critical role in identifying current and future knowledge and skills for the industry, and defining the vision and scope of the profession/industry. The instructional methods and teaching strategies are the responsibility of the local school system and/or instructor.

### Curriculum Applications Using the ITAC Competency Profiles

Each profile includes a comprehensive listing of occupational skill competencies that reflect the job opportunities and skills that are required to work in a specific profession/career pathway. Critical academic, employability and information technology skills have been integrated throughout the list to support the technical skills. These competency profiles will be used as the basis for curriculum development in Ohio's secondary, adult, and post-secondary programs. The specialization competency profiles are organized so that they can be clustered or grouped in a modular approach. Individual curriculum specialists can use the competencies profiles to develop instructional programs based on local needs as determined in conjunction with their local advisory committees. i.e., the specialization cluster academy approach. Final assessments will be designed to accompany each profile list and to accommodate student evaluation by modules.

[Career Pathways](#) | [FasTrak ITACs](#)



Bob Taft, Governor | Susan Tave Zelman, Superintendent of Public Instruction  
Contact ODE | Web site notes | Contact Web Manager | ODE home | Ohio home  
Ohio Department of Education, 25 South Front Street, 6th Floor, Columbus, Ohio 43215-4183  
1-877-644-6338  
[Career-Technical and Adult Education](#) 614-466-3430

**Acknowledgements**

Ohio Department of Education  
Office of Career-Technical and Adult Education  
2001 Revision

**Dental Assistant**

Vicki Melvin, Interim Director

**Industrial and Engineering Systems, and Health Careers**

Robert Bowermeister, Assistant Director

Joyce R. Boudreau, Consultant

Michael Cowles, Consultant

Gayle Parlin, Consultant

Richard Wancho, Consultant

**Curriculum Consultants**

Dee Allenspach, Consultant

Joyce Leimbach, Consultant

**Professional Review Panel**

Kimberly Arny, CDA, DAR, Akron, OH

Louis DiOrio, DDS, Columbus, OH

Rebecca Draughon, DAR, Columbus, OH

Dorothy Hall, CDA, EFDA, Galena, OH

Kathy Plummer, CDA, DAR, Powell, OH

Judy Weise, CDA, CODA, DAR, Westerville, OH

**Educational Review Panel**

Carol Healy, CODA, CDA, Akron Public Schools, Akron, OH

Anna Long, CODA, Fort Hayes Career Center, Columbus, OH

Debbie Odum, CODA, Fort Hayes Career Center, Columbus, OH

Paula Oliver, CODA, CDA, EFDA, Choffin Career Center, Youngstown, OH

Renee Gregory, CODA, Scioto County JVS, Lucasville, OH

Jeri Vernon, CODA, Pioneer CTC, Shelby, OH



## Overview

### Dental Assistant

If you like helping people, enjoy working with your hands as well as your mind, and want a job with responsibility, a career in dental assisting may be for you. The Dental Assisting program prepares students to become skilled members of the dental health care team. Assistants greatly increase the efficiency of the dentist in the delivery of oral health care and are valuable members of the dental care team.

The duties of the dental assistant are among the most comprehensive and varied in the dental office. The dental assistant performs a wide range of tasks requiring both interpersonal and technical skills.

Some specific tasks dental assistants may perform include: assisting the dentist provide oral health care during a variety of procedures; exposing and processing radiographs (x-rays); recording the patient's medical history and vital signs; preparing and sterilizing the proper instruments and equipment for the dentist's use; providing the patient with post-operative instructions following surgery or some other type of dental treatment; showing patients how to brush and floss; making impressions of patients' teeth for study casts; performing office management tasks, such as scheduling appointments, answering the telephone, billing, and inventory control; and performing basic procedures in the dental office laboratory, such as trimming models, polishing appliances, and fabricating temporaries.

Since most dentists employ two or three dental assistants, employment opportunities in this field are widespread. Many types of practice settings are available to dental assistants. For example, an assistant may choose to work in a private practice or a group practice. In addition, an assistant can work in a general dentistry or specialty practice, such as oral and maxillofacial surgery, orthodontics, endodontics, periodontics, prosthodontics, or pediatric dentistry.

Job opportunities also exist in public health facilities, federal government facilities, hospitals, dental school clinics, insurance companies, and vocational schools or community colleges and universities teaching others to become dental assistants. There are many advantages to a career in dental assisting. Dental assisting is a real challenge, demanding versatility and a willingness to assume responsibility for a variety of different tasks. If you want outstanding working conditions where you will be in demand, dental assisting may be a career for you.

The Dental Assisting program is an 8-month program of classroom instruction and clinical experience. A certificate of completion is awarded after fulfilling requirements of this program. In addition, an associate of applied science degree is available for graduates who wish to complete additional courses required for a degree. A faculty advisor in the Dental Assisting program should be consulted prior to entry in the program. The Dental Assisting program is accredited by the Commission on Dental Accreditation of the American Dental Association, a specialized accrediting body recognized by the Council on Postsecondary Accreditation and by the United States Department of Education. As a result of this, graduates are eligible to take the Dental Assisting National Board examination in General Chairside Assisting and upon successful completion will become Certified Dental Assistants.



## **23.00.00.0 Dental Assistant**

### **23.01.00.0 Dental Assistant Orientation**

#### **23.01.01.0 Define Dental Assistant Profession**

- 23.01.01.01 Outline the scope of the Dental Assistant profession
- 23.01.01.02 Identify the professional associations related to the Dental Assistant profession
- 23.01.01.03 Identify areas of specialization within the Dental Assistant profession
- 23.01.01.04 Identify the employment opportunities in the Dental Assistant profession

#### **23.01.02.0 Determine necessary skills for Dental Assistant**

- 23.01.02.01 Identify education and training required to work in the various Dental Assistant careers
- 23.01.02.02 Describe job titles and kinds of work techniques, processes and procedures a typical Dental Assistant might perform

### **23.02.00.0 Dental Anatomy**

#### **23.02.01.0 Examine basic dental related anatomy and physiology**

- 23.02.01.01 Explain anatomy and physiology of body systems and how they relate to dentistry
- 23.02.01.02 Identify bones and major anatomic landmarks of the skull including the bone structure of cartilage, compact bone, spongy bone, and periosteum
- 23.02.01.03 Identify major anatomic landmarks of oral cavity
- 23.02.01.04 Describe gliding hinge action of temporo-mandibular joint
- 23.02.01.05 Identify major muscles of mastication and facial expressions, extrinsic muscles of the tongue, major posterior of muscles of the mouth and the floor of the mouth
- 23.02.01.06 Identify the major veins, arteries, and nerves of the face and mouth
- 23.02.01.07 Identify salivary glands and their ducts

#### **23.02.02.0 Describe dental anatomy**

- 23.02.02.01 Describe structure and formation of dentition
- 23.02.02.02 Explain specialized function and classification of the four types of teeth.

### **23.03.00.0 Infection Control and Hazards Management**

#### **23.03.01.0 Demonstrate knowledge of state and federal regulations governing infection control and hazards management**

- 23.03.01.01 Identify how health care workers are protected by OSHA regulations
- 23.03.01.02 State current Environmental Protection Agency (EPA) regulations that apply to dental office
- 23.03.01.03 List current Ohio Dental Practice Act (ODPA) regulations that pertain to dental assistant
- 23.03.01.04 List references and resource materials related to infection control and hazards management (e.g., MSDSs, poison control toll-free number, Center for Disease Identify toll-free number, Ohio State Dental Board and Ohio Department of Health)

#### **23.03.02.0 Practice personal safety and hygiene**

- 23.03.02.01 Use eye protection and mask, or full face-shield, gloves, and protective clothing
- 23.03.02.02 Follow universal/standard precautions guidelines (CDC/OSHA)
- 23.03.02.03 Maintain personal health, hygiene, and appearance (e.g., inoculations)
- 23.03.02.04 Identify consequences of disregarding safety rules

#### **23.03.03.0 Dispose of waste materials in compliance with OSHA and EPA regulations practicing universal/standard precautions**

- 23.03.03.01 Differentiate between infectious waste and hazardous waste and appropriate disposal of each (e.g., mercury spills, amalgam scraps)
- 23.03.03.02 Dispose of paper and plastic supplies and gloves
- 23.03.03.03 Dispose of sharps and carpules (e.g., cartridges)

#### **23.03.04.0 Maintain infection control of work area**

- 23.03.04.01 Identify ways diseases are transmitted in dental environment
- 23.03.04.02 Comply with state and federal regulations regarding infection control and disease prevention
- 23.03.04.03 Open/maintain/close operatory (e.g., flush waterlines, maintain evacuation system)
- 23.03.04.04 Contain soiled protective clothing and towels
- 23.03.04.05 Clean/disinfect sink, counter surfaces, and non-sterilizable areas.
- 23.03.04.06 Check condition of floors (e.g., check for spills and dropped items from floors)

#### **23.03.05.0 Maintain dental equipment and instruments in clean/sterile**

- 23.03.05.01 Describe sterilization methods
- 23.03.05.02 Follow manufacturer's instructions for sterilizing and maintaining equipment
- 23.03.05.03 Follow manufacturer's instructions for use of disinfecting products
- 23.03.05.04 Predisinfect instruments
- 23.03.05.05 Sterilize instruments using sterilization equipment
- 23.03.05.06 Maintain infection control in cabinets and drawers
- 23.03.05.07 Store sterilized dental equipment, instruments, and supplies
- 23.03.05.08 Maintain/monitor sterilization equipment
- 23.03.05.09 Process records for biological monitoring devices
- 23.03.05.10 Maintain automatic and manual radiographic processing equipment

## **23.04.00.0 General Health**

### **23.04.01.0 Obtain health histories**

- 23.04.01.01 Interview patient to obtain initial medical and dental histories
- 23.04.01.02 Record new or updated information concerning medical and dental histories
- 23.04.01.03 Review patient's medical and dental histories with doctor
- 23.04.01.04 Alert doctor to changes in patient's medical history/medications
- 23.04.01.05 Confirm premedications with patient

### **23.04.02.0 Measure/record vital signs**

- 23.04.02.01 Measure/record blood pressure
- 23.04.02.02 Measure/record pulse
- 23.04.02.03 Measure/record respiration
- 23.04.02.04 Measure/record heart rate
- 23.04.02.05 Measure/record temperature

## **23.05.00.0 Emergency Procedures**

### **23.05.01.0 Perform medical emergency procedures**

- 23.05.01.01 Maintain inventory and condition of medical emergency supplies and equipment
- 23.05.01.02 Identify procedures to be followed in the event of office emergencies
- 23.05.01.03 Acquire/maintain first-aid certification
- 23.05.01.04 Acquire/maintain cardiopulmonary resuscitation (CPR) certification
- 23.05.01.05 Record emergency treatment on patient's chart

### **23.05.02.0 Assist with dental emergencies**

- 23.05.02.01 Assist with triage
- 23.05.02.02 Assist with emergency procedure (e.g. endodontic emergencies, periodontal emergencies, treatment of trauma, or complications related to oral surgery)

## **23.06.00.0 Preventive Dental Assisting Procedures**

### **23.06.01.0 Assist with prophylaxis**

- 23.06.01.01 Practice universal/standard precautions and infection control
- 23.06.01.02 Prepare prophylaxis and examination setup
- 23.06.01.03 Prepare saliva ejector or high vacuum evacuator (HVE)
- 23.06.01.04 Prepare patient for prophylaxis
- 23.06.01.05 Interact with patient (e.g., develop trust, explain dental procedures to be performed, encourage acceptance, answer questions)
- 23.06.01.06 Remove debris using a saliva ejector or HVE
- 23.06.01.07 Assist with scaling (i.e., ultrasonic, manual)
- 23.06.01.08 Record perio and carie charting
- 23.06.01.09 Assist chairside with cleaning and polishing of removable appliances
- 23.06.01.10 Pass/receive instruments and floss
- 23.06.01.11 Follow established procedures for aspirating, retracting, rinsing and drying oral cavity
- 23.06.01.12 Administer topical fluoride
- 23.06.01.13 Record information on patient's chart

### **23.06.02.0 Instruct patients about oral hygiene and nutrition**

- 23.06.02.01 Follow manufacturer's instructions concerning storage and use of dental products
- 23.06.02.02 Prepare brushing and flossing setups
- 23.06.02.03 Demonstrate use of disclosing agents
- 23.06.02.04 Demonstrate recommended brushing and flossing techniques, and use of other hygiene aids
- 23.06.02.05 Provide patients with product information
- 23.06.02.06 Inform patients about adverse effects of specific oral habits (e.g., tobacco use, thumb sucking, bruxism) per doctor's instructions
- 23.06.02.07 Instruct patients in care and removal of fixed and removable appliances
- 23.06.02.08 Instruct patients about relationship between diet and dental health
- 23.06.02.09 Record treatments, patient instructions, referrals, and medications prescribed on each patient's chart
- 23.06.02.10 Describe concepts of preventive dentistry
- 23.06.02.11 Describe role of systemic fluorides

### **23.06.03.0 Assist with pharmacology and pain control**

- 23.06.03.01 Explain pharmacology terminology
- 23.06.03.02 Describe components of a prescription
- 23.06.03.03 Identify signs and symptoms of drug abuse
- 23.06.03.04 Explain major routes of drug administration
- 23.06.03.05 Describe various drugs used in dentistry

### **23.06.04.0 Assist with pit and fissure sealants**

- 23.06.04.01 Instruct patient concerning purpose of pit and fissure sealant
- 23.06.04.02 Follow manufacturer's instructions for storage and use of sealants
- 23.06.04.03 Prepare setup for pit and fissure sealant
- 23.06.04.04 Assist with sealant preparation
- 23.06.04.05 Assist with placement of sealant
- 23.06.04.06 Record treatment on patient's chart

## **23.07.00.0 Chairside Assistance**

### **23.07.01.0 Prepare patients for examination or treatment**

- 23.07.01.01 Secure patient's chart
- 23.07.01.02 Prepare operatory
- 23.07.01.03 Greet patient
- 23.07.01.04 Seat patient
- 23.07.01.05 Assist patients with special needs (e.g., physically challenged)
- 23.07.01.06 Review patient's health history
- 23.07.01.07 Explain treatment plan to patient
- 23.07.01.08 Position patient for examination or treatment
- 23.07.01.09 Drape patient according to treatment
- 23.07.01.10 Maintain clear field of vision for doctor
- 23.07.01.11 Position light
- 23.07.01.12 Provide instrument setup per dentist's request

### **23.07.02.0 Provide evacuation and retraction in compliance with OSHA, EPA**

- 23.07.02.01 Practice universal/standard precautions
- 23.07.02.02 Interact with patient (i.e., observe and respond to apprehension)
- 23.07.02.03 Provide for patient safety and comfort during dental assisting procedures
- 23.07.02.04 Follow established procedures for placement, operation, and control of high-volume/low-volume
- 23.07.02.05 Retract tissue
- 23.07.02.06 Follow established procedures for operation of air-water syringe

### **23.07.03.0 Transfer instruments (four-handed dentistry)**

- 23.07.03.01 Follow doctor's directions for transfer of instruments
- 23.07.03.02 Anticipate procedural steps
- 23.07.03.03 Grasp instruments during transfer according to position of use
- 23.07.03.04 Pass/receive instruments using established transfer zone
- 23.07.03.05 Maintain sequentially organized instrument tray

### **23.07.04.0 Assist with preliminary examinations**

- 23.07.04.01 Practice universal/standard precautions
- 23.07.04.02 Prepare basic setup
- 23.07.04.03 Measure/record vital signs
- 23.07.04.04 Record/update patient's health history
- 23.07.04.05 Interact with patient
- 23.07.04.06 Prepare setup for preliminary impressions
- 23.07.04.07 Take preliminary impressions
- 23.07.04.08 Record oral condition on patient's chart
- 23.07.04.09 Assist with diagnostic tests and aids (e.g., dental photos, pulp tests, and take radiographs per dentist's orders)

### **23.07.05.0 Assist with the administration of anesthetics**

- 23.07.05.01 Practice universal/standard precautions
- 23.07.05.02 Check patient's chart for health concerns (e.g., allergies, heart condition)
- 23.07.05.03 Prepare anesthetic setup
- 23.07.05.04 Load syringe per doctor's instructions
- 23.07.05.05 Interact with patient
- 23.07.05.06 Apply topical anesthetic
- 23.07.05.07 Monitor patient's respiration rate and behavior
- 23.07.05.08 Record treatment on patient's chart

### **23.07.06.0 Assist with the application of rubber dams**

- 23.07.06.01 Practice universal/standard precautions
- 23.07.06.02 Prepare setup for rubber dam application and removal
- 23.07.06.03 Prepare rubber dam
- 23.07.06.04 Explain procedure to patient
- 23.07.06.05 Assist with placement of rubber dam in accordance with ODPAs regulations
- 23.07.06.06 Remove rubber dam

### **23.07.07.0 Assist with anterior restoration and aesthetic dental procedures**

- 23.07.07.01 Practice universal/standard precautions
- 23.07.07.02 Prepare operatory for procedure (e.g., composites, veneers)
- 23.07.07.03 Assist during cavity/tooth preparation
- 23.07.07.04 Assist with preparation, placement, and finishing of restoration materials
- 23.07.07.05 Record treatment on patient's chart

### **23.07.08.0 Assist with in-office bleaching procedures**

- 23.07.08.01 Practice universal/standard precautions
- 23.07.08.02 Interact with patient
- 23.07.08.03 Record present shade of teeth
- 23.07.08.04 Follow manufacturer's directions for use of bleaching solution
- 23.07.08.05 Isolate teeth
- 23.07.08.06 Assist with solution application
- 23.07.08.07 Monitor bleaching process
- 23.07.08.08 Instruct patient in postoperative care
- 23.07.08.09 Record treatment on patient's chart

### **23.07.09.0 Assist with home bleaching procedures**

- 23.07.09.01 Practice universal/standard precautions
- 23.07.09.02 Instruct patient in home bleaching procedure in accordance with doctor's orders
- 23.07.09.03 Record initial shade of teeth
- 23.07.09.04 Follow manufacturer's directions for use of bleaching solution
- 23.07.09.05 Prepare setup for impression
- 23.07.09.06 Take impression
- 23.07.09.07 Assist with taking impression
- 23.07.09.08 Pour model
- 23.07.09.09 Trim model
- 23.07.09.10 Fabricate tray
- 23.07.09.11 Trim tray
- 23.07.09.12 Record treatment on patient's chart

### **23.07.10.0 Assist with posterior restorations**

- 23.07.10.01 Practice universal/standard precautions
- 23.07.10.02 Prepare operatory for procedure (e.g., amalgam restoration, composite procedure)
- 23.07.10.03 Assist during cavity preparation
- 23.07.10.04 Assist with preparation, placement, shaping and finishing restoration
- 23.07.10.05 Provide patient with postoperative instructions
- 23.07.10.06 Record treatment on patient's chart

## **23.08.00.0 Dental Specialties**

### **23.08.01.0 Assist with pediatric dentistry**

- 23.08.01.01 Practice universal/standard precautions
- 23.08.01.02 Interact with patient
- 23.08.01.03 Prepare operatory for procedure (e.g. examinations, fluoride applications, stainless steel crowns, space maintainers, pulpectomy procedures, sealant placement, extractions, and surgical procedures)
- 23.08.01.04 Assist with pediatric examination
- 23.08.01.05 Assist with topical fluoride application
- 23.08.01.06 Assist with placement of stainless steel crown
- 23.08.01.07 Assist with placement of space maintainer
- 23.08.01.08 Assist with pulpectomy procedures
- 23.08.01.09 Assist with pit and fissure sealant placement
- 23.08.01.10 Record treatment on patient's chart

### **23.08.02.0 Assist with orthodontics**

- 23.08.02.01 Practice universal/standard precautions
- 23.08.02.02 Interact with patient
- 23.08.02.03 Prepare operatory for procedure (e.g., separation, impression, banding and bracketing, cementation and removal, and retainer)
- 23.08.02.04 Make preliminary impressions for diagnostic models
- 23.08.02.05 Preselect orthodontic bands and wires using diagnostic model
- 23.08.02.06 Assist with banding and bracketing procedures
- 23.08.02.07 Assist with removal of orthodontic bands
- 23.08.02.08 Assist with adjusting orthodontic appliances
- 23.08.02.09 Assist with replacing orthodontic arch wire
- 23.08.02.10 Prepare setup for placement of space maintainer or other orthodontic appliances
- 23.08.02.11 Instruct orthodontic patient about special preventive measures/orthodontic appliance care
- 23.08.02.12 Record treatment on patient's chart

### **23.08.03.0 Assist with endodontics**

- 23.08.03.01 Practice universal/standard precautions
- 23.08.03.02 Interact with patient
- 23.08.03.03 Prepare operatory for procedure (e.g., examination, rubber dam placement, endodontic treatment, apicoectomy or other endodontic surgery)
- 23.08.03.04 Assist with rubber dam placement
- 23.08.03.05 Assist with endodontic examination
- 23.08.03.06 Assist with opening of pulp cavity, removal of diseased pulp, and root canal enlargement
- 23.08.03.07 Measure reamers and files
- 23.08.03.08 Assist with irrigating and drying canal during endodontic procedures
- 23.08.03.09 Assist with placement of medicaments in pulp chamber of tooth
- 23.08.03.10 Assist with root canal filling
- 23.08.03.11 Remove rubber dam
- 23.08.03.12 Assist with endodontic surgery
- 23.08.03.13 Explain postoperative care to patient
- 23.08.03.14 Record treatment on patient's chart

**23.08.04.0 Assist with oral surgery**

- 23.08.04.01 Practice universal/standard precautions
- 23.08.04.02 Interact with patient
- 23.08.04.03 Prepare operatory for procedure (e.g., extraction, implant, surgical irrigation, incision and drainage, biopsy, and suture placement and removal)
- 23.08.04.04 Prepare patient for surgery
- 23.08.04.05 Take and record vital signs
- 23.08.04.06 Assist with anesthesia
- 23.08.04.07 Assist with intravenous sedation
- 23.08.04.08 Assist with analgesia (e.g., N2O)
- 23.08.04.09 Assist with extractions
- 23.08.04.10 Assist with implant
- 23.08.04.11 Assist with incision and drainage
- 23.08.04.12 Assist with surgical irrigation
- 23.08.04.13 Assist with biopsy
- 23.08.04.14 Assist with suturing
- 23.08.04.15 Give postoperative instructions
- 23.08.04.16 Remove sutures
- 23.08.04.17 Record treatment on patient's chart
- 23.08.04.18 Prepare setup for dry socket treatment
- 23.08.04.19 Assist with dry socket treatment

**23.08.05.0 Assist with periodontics**

- 23.08.05.01 Practice universal/standard precautions
- 23.08.05.02 Interact with patient
- 23.08.05.03 Prepare operatory for procedure (e.g., examination, scaling and curettage, surgery, and periodontal dressing)
- 23.08.05.04 Assist with periodontic examination
- 23.08.05.05 Assist with scaling and subgingival curettage
- 23.08.05.06 Assist with periodontal surgery
- 23.08.05.07 Place periodontal dressing
- 23.08.05.08 Remove periodontal dressing
- 23.08.05.09 Instruct patient in home care procedures
- 23.08.05.10 Record treatment on patient's chart

**23.08.06.0 Assist with removable prosthodontics**

- 23.08.06.01 Practice universal/standard precautions
- 23.08.06.02 Prepare operatory setup for procedure (e.g., impression, centric relationship, try-ins insertion, adjustments, and repair)
- 23.08.06.03 Make preliminary impression
- 23.08.06.04 Pour preliminary model
- 23.08.06.05 Construct custom tray
- 23.08.06.06 Assist with final impression
- 23.08.06.07 Construct occlusal rims
- 23.08.06.08 Assist with occlusal registration and tooth selection
- 23.08.06.09 Assist with denture/partial try-in
- 23.08.06.10 Assist with denture/partial insertion
- 23.08.06.11 Instruct patient in prosthesis care
- 23.08.06.12 Assist with denture/partial adjustment
- 23.08.06.13 Assist with denture/partial repair
- 23.08.06.14 Record treatment on patient's chart

**23.08.07.0 Assist with fixed prosthodontics**

- 23.08.07.01 Practice universal/standard precautions
- 23.08.07.02 Interact with patient
- 23.08.07.03 Prepare operatory for procedure (e.g., impression, retraction, fabrication, adjustment and cementation of provisional, restoration, fabrication, and cementation of cast restoration)
- 23.08.07.04 Prepare patient
- 23.08.07.05 Make preliminary and opposing impressions
- 23.08.07.06 Assist with tooth preparation or preparation of tooth gingival retraction, final impression for crown or bridge, and shade selection
- 23.08.07.07 Assist with crown and bridge try-in
- 23.08.07.08 Assist with occlusal registration of restoration preparations
- 23.08.07.09 Fabricate and cement provisional restoration
- 23.08.07.10 Instruct patient in care and maintenance of provisional restoration
- 23.08.07.11 Assist with crown and bridge cementation
- 23.08.07.12 Assist with occlusal adjustment of restoration
- 23.08.07.13 Instruct patient in postoperative care
- 23.08.07.14 Record treatment on patient's chart

**23.08.08.0 Contribute to public health dentistry**

- 23.08.08.01 Identify various special populations needing oral health care and education
- 23.08.08.02 Identify resources for information concerning oral health care, including Internet resources
- 23.08.08.03 Present information on oral health care to school or community groups
- 23.08.08.04 Assist doctor in public health clinics, hospitals, schools, and nursing homes

## **23.09.00.0 Dental Laboratory Procedures**

### **23.09.01.0 Fabricate gypsum models**

- 23.09.01.01 Practice universal/standard precautions
- 23.09.01.02 Select gypsum material
- 23.09.01.03 Apply mathematical ratios
- 23.09.01.04 Pour models
- 23.09.01.05 Separate models
- 23.09.01.06 Trim models
- 23.09.01.07 Articulate models
- 23.09.01.08 Clean dental lab plaster trap
- 23.09.01.09 Fabricate provisional restorations on a model

### **23.09.02.0 Construct custom trays**

- 23.09.02.01 Assemble materials and equipment
- 23.09.02.02 Adapt/prepare spacer medium
- 23.09.02.03 Adapt acrylic
- 23.09.02.04 Trim finished trays
- 23.09.02.05 Use vacuum former
- 23.09.02.06 Disinfect patient tray

### **23.09.03.0 Construct mouthguards**

- 23.09.03.01 Assemble materials and equipment
- 23.09.03.02 Outline appliance on model
- 23.09.03.03 Follow safety procedures
- 23.09.03.04 Fabricate on vacuum performer
- 23.09.03.05 Trim mouthguard
- 23.09.03.06 Disinfect mouthguard

### **23.09.04.0 Manage the shipping and receiving of laboratory cases**

- 23.09.04.01 Disinfect impression
- 23.09.04.02 Complete laboratory authorizations
- 23.09.04.03 Package cases for shipment to prevent breakage
- 23.09.04.04 Determine postage required
- 23.09.04.05 Coordinate receipt of laboratory cases with patients' appointment schedules

## **23.10.00.0 Dental Office Procedures**

### **23.10.01.0 Perform reception duties**

- 23.10.01.01 Open office
- 23.10.01.02 Monitor office neatness and safety standards
- 23.10.01.03 Manage reception area
- 23.10.01.04 Demonstrate telephonic techniques
- 23.10.01.05 Greet/dismiss visitors and patients
- 23.10.01.06 Assist patients with special needs (e.g., physically challenged)
- 23.10.01.07 Screen non-patient visitors
- 23.10.01.08 Explain delays to patients
- 23.10.01.09 Operate office equipment
- 23.10.01.10 Maintain office equipment
- 23.10.01.11 Manage correspondence
- 23.10.01.12 Maintain patient record files
- 23.10.01.13 Close office

### **23.10.02.0 Protect workers from ergonomic injuries in both operatory and business office**

- 23.10.02.01 Identify furniture and work practices that insure healthy ergonomic practices
- 23.10.02.02 Identify repetitive motion activities that might cause injury
- 23.10.02.03 Maintain posture to prevent injuries in dental office (e.g., sitting chairside assisting and at computer)
- 23.10.02.04 Lift/transport objects and materials in accordance with established safe practices

### **23.10.03.0 Manage information using computer applications**

- 23.10.03.01 Access needed operating information using manufacturer's manuals, software documentation, and other reference materials
- 23.10.03.02 Power up/power down computer
- 23.10.03.03 Enter patient information
- 23.10.03.04 Save patient information
- 23.10.03.05 Print patient records
- 23.10.03.06 Generate backup files
- 23.10.03.07 Maintain office procedure manual with current information

### **23.10.04.0 Maintain appointment books**

- 23.10.04.01 Prepare appointment book
- 23.10.04.02 Coordinate appointments (e.g., prophylaxis, posterior restoration, specialty treatments)
- 23.10.04.03 Maintain recall system
- 23.10.04.04 Confirm appointments
- 23.10.04.05 Make referral appointments for patients

**23.10.05.0 Perform financial duties**

- 23.10.05.01 Apply basic mathematical skills
- 23.10.05.02 Apply basic bookkeeping fundamentals
- 23.10.05.03 Interact with patients
- 23.10.05.04 Review insurance coverage with patients
- 23.10.05.05 Explain doctor's fees
- 23.10.05.06 Arrange financial agreements with patients
- 23.10.05.07 Post ledger entries
- 23.10.05.08 Prepare billing statements
- 23.10.05.09 Collect fees
- 23.10.05.10 Issue receipts and quick-claim forms
- 23.10.05.11 Maintain petty cash account
- 23.10.05.12 Prepare bank deposits
- 23.10.05.13 Verify invoices for accounts payable
- 23.10.05.14 Collect delinquent bills
- 23.10.05.15 Collect payments
- 23.10.05.16 Post payments
- 23.10.05.17 Maintain accounts receivable
- 23.10.05.18 Maintain accounts payable
- 23.10.05.19 Process credit card transactions
- 23.10.05.20 Prepare checks for doctor's signature
- 23.10.05.21 Prepare payrolls
- 23.10.05.22 Reconcile bank statements
- 23.10.05.23 Reconcile cash and receipts
- 23.10.05.24 Prepare schedules of accounts receivable
- 23.10.05.25 Prepare schedules of accounts payable
- 23.10.05.26 Complete financial reports
- 23.10.05.27 Process third-party/insurance forms
- 23.10.05.28 Report treatment information using established procedure codes
- 23.10.05.29 Set up system to track claims
- 23.10.05.30 Log/track claims
- 23.10.05.31 Maintain file of insurance claim forms

**23.10.06.0 Maintain inventory and supplies**

- 23.10.06.01 Apply basic mathematical skills
- 23.10.06.02 Implement inventory control system in compliance with OSHA/EPA regulations
- 23.10.06.03 Monitor/maintain supply levels (e.g., expendables, non-expendables, equipment replacement parts)
- 23.10.06.04 Prepare purchase requisitions for needed supplies
- 23.10.06.05 Maintain file of current MSDA applicable to dental office.
- 23.10.06.06 Schedule routine equipment maintenance and repairs

**23.11.00.0 Radiographic Procedures (licensed by Ohio Dental Board)****23.11.01.0 Demonstrate knowledge of radiation safety procedures**

- 23.11.01.01 Explain local, state, and federal health and safety standards for radiologic equipment
- 23.11.01.02 Demonstrate state and federal health and safety standards and procedures for equipment operator and patient

**23.11.02.0 Expose films**

- 23.11.02.01 Practice universal/standard precautions
- 23.11.02.02 Follow manufacturer's specifications for film and equipment placement (e.g., storage, shelf-life)
- 23.11.02.03 Select accessories for radiographic procedures, including film of proper size and speed
- 23.11.02.04 Prepare accessories for radiographic procedures
- 23.11.02.05 Comply with OSHA/ODPA regulations concerning patient and operator safety during radiation procedures
- 23.11.02.06 Follow exposure guidelines
- 23.11.02.07 Explain x-ray procedures for patient
- 23.11.02.08 Position patient
- 23.11.02.09 Identify radiographic anatomical landmarks
- 23.11.02.10 Position film
- 23.11.02.11 Expose radiograph using bisecting-the-angle technique
- 23.11.02.12 Expose radiograph using paralleling technique
- 23.11.02.13 Clean/disinfect equipment

**23.11.03.0 Process radiographs manually and automatically**

- 23.11.03.01 Practice universal/standard precautions
- 23.11.03.02 Comply with OSHA/EPA regulations concerning use of radiographic equipment and solutions
- 23.11.03.03 Follow manufacturer's instructions for equipment operation
- 23.11.03.04 Follow established darkroom procedures in developing, fixing, and drying radiographic film
- 23.11.03.05 Comply with OSHA/EPA safety regulations for prevention of eye injuries and minor burns
- 23.11.03.06 Clean/disinfect equipment

**23.11.04.0 Manage the mounting, duplication, and storage of radiographs**

- 23.11.04.01 Handle film in accordance with established procedures
- 23.11.04.02 Place radiographs in mounts
- 23.11.04.03 Label mounts
- 23.11.04.04 Store mounted radiographs
- 23.11.04.05 Duplicate radiographs for documentation

## **23.12.00.0 Communications**

### **23.12.01.0 Apply basic communication skills in written and oral applications**

- 23.12.01.01 Apply listening skills
- 23.12.01.02 Evaluate audience
- 23.12.01.03 Organize thoughts
- 23.12.01.04 Speak clearly
- 23.12.01.05 Clarify instructions
- 23.12.01.06 Apply basic grammar rules in communications
- 23.12.01.07 Use courtesy in all interactions
- 23.12.01.08 Give orders, directions, and instructions
- 23.12.01.09 Follow written and oral instructions
- 23.12.01.10 Employ verbal and nonverbal communication skills
- 23.12.01.11 Utilize standard dental, medical, and pharmacological terminology in written and oral communications
- 23.12.01.12 Proofread documents
- 23.12.01.13 Correct documents based on proofreading/editing
- 23.12.01.14 Demonstrate humanistic skills
- 23.12.01.15 Instill patient confidence
- 23.12.01.16 Apply team concepts

### **23.12.02.0 Document information**

- 23.12.02.01 Collect data
- 23.12.02.02 Organize data
- 23.12.02.03 Utilize standard dental, medical, and pharmacological terminology in documenting information using basic grammar rules

## **23.13.00.0 Professionalism**

### **23.13.01.0 Demonstrate adherence to established professional work ethics**

- 23.13.01.01 Follow the ethical principles adopted by the American Dental Assistants Association (ADAA) and ODPA
- 23.13.01.02 Maintain a positive, professional attitude
- 23.13.01.03 Demonstrate punctuality
- 23.13.01.04 Demonstrate dependability
- 23.13.01.05 Demonstrate flexibility
- 23.13.01.06 Demonstrate loyalty
- 23.13.01.07 Demonstrate honesty
- 23.13.01.08 Demonstrate initiative( i.e., self-starting, willingness to help)
- 23.13.01.09 Demonstrate self-confidence
- 23.13.01.10 Employ characteristics and responsibilities of teamwork
- 23.13.01.11 Participate in staff meetings
- 23.13.01.12 Demonstrate respect of self and others
- 23.13.01.13 Participate in the democratic process
- 23.13.01.14 Maintain confidentiality in handling discretionary issues( e.g., patient information, office and personal information)
- 23.13.01.15 Employ established time-management and organizational techniques
- 23.13.01.16 Employ established decision-making, problem solving, and prioritizing techniques

### **23.13.02.0 Assist in the achievement of the employer's goals**

- 23.13.02.01 Determine own responsibility in relation to employer's goals
- 23.13.02.02 Set own performance standards for each goal
- 23.13.02.03 Discuss goals with employer
- 23.13.02.04 Accomplish job tasks
- 23.13.02.05 Monitor progress based on feedback received
- 23.13.02.06 Exhibit dress and grooming appropriate for the dental office

### **23.13.03.0 Demonstrate professional and career development**

- 23.13.03.01 Demonstrate professionalism (e.g., appearance, courtesy, respect for self and others, attitudes, and communication skills)
- 23.13.03.02 Examine career opportunities
- 23.13.03.03 Develop career goals
- 23.13.03.04 Develop mentor relationships
- 23.13.03.05 Manage personal professional growth
- 23.13.03.06 Participate in continuing education and/or training meetings, workshops, conferences, and professional organizations
- 23.13.03.07 Acquire state and national credentials

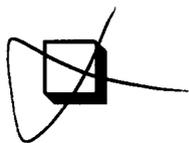


**U.S. Department of Education**  
*Office of Educational Research and Improvement (OERI)*  
*National Library of Education (NLE)*  
*Educational Resources Information Center (ERIC)*



## **NOTICE**

### **Reproduction Basis**



This document is covered by a signed "Reproduction Release (Blanket)" form (on file within the ERIC system), encompassing all or classes of documents from its source organization and, therefore, does not require a "Specific Document" Release form.



This document is Federally-funded, or carries its own permission to reproduce, or is otherwise in the public domain and, therefore, may be reproduced by ERIC without a signed Reproduction Release form (either "Specific Document" or "Blanket").

EFF-089 (3/2000)