

Dental Assistant Trainee Program

*Aliados Health
Promising Practice*

PROMISING PRACTICE OVERVIEW

Marin Community Clinics (MCC) selects internal and/or external candidates willing to demonstrate an interest and commitment to serving our community and patients. This paid training program selects candidates comfortable working in the mouth with blood and saliva. Once candidates are screened, interviewed, and selected, we focus on teaching the dental assistant's job functions and responsibilities that are performed.

An MCC-designated program trainer, an RDA, started a training program to train dental assistants from scratch, teaching the skills and job responsibilities of practicing as a dental assistant. MCC partnered with RDA4U (dental board provider), which offers the course materials and the certifications courses required by the Dental Board of California to practice as an unlicensed dental assistant. The training is divided into five components. Trainers and dental teams support these candidates until they demonstrate job knowledge and competence. Training focuses on job functions and responsibilities, quality, policies and procedures, protocols, and workflows for new trainees and any RDA/DA who may need to be retrained or given a refresher on a task.

AIM

The goal is to get these DA trainees to transition to dental assistants within three months of employment.

MEASURES

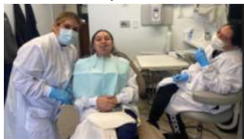
Quality measures: focused on patient education to support healthy choices, selecting self-management goals (properly brushing, flossing, etc.), dental sealants measure – working on credentialing all MCC's RDAs to perform sealants.

Five Component Program

1. Intro to dental assisting "the lectures"- the lecture portion of the courses is online, with interactive podcast videos, worksheets, and quizzes. We complete eight courses in this section. The RDA4U program provides all course content, worksheets, and quizzes. Also, in this phase, the trainer has trainees complete exercises on course topics and clinic policies and procedures.



2. Trainers and trainees complete the hands-on practice at one of our sites. Students practice what they learned in the lecture courses under the supervision and guidance of the trainer. We practice rooming patients following our clinic policies and procedures, taking vitals, setting up dental operatories for visits/procedures, cleaning and properly disinfecting of operatories after each visit, chairside assisting, and transferring the dental instruments. Students in this stage also learn to recognize dental instruments dental materials, sequence for dental procedures, and practice infection control and patient communication/education with each other.



3. EHR training- DA trainees complete one to two full days of training, learning, and practicing the required data entry for each dental visit/procedure.
4. Internships- Trainees get two weeks of internships at each of our dental sites. This is where the trainees gain more practice/knowledge performing their dental assistant job function and responsibilities. They perform all dental assistant tasks under the supervision of dentists, licensed dental assistants, and RDAs.
5. DA trainees complete four courses required by the Dental Board of California to practice as an unlicensed dental assistant.

ACTIONS TAKEN

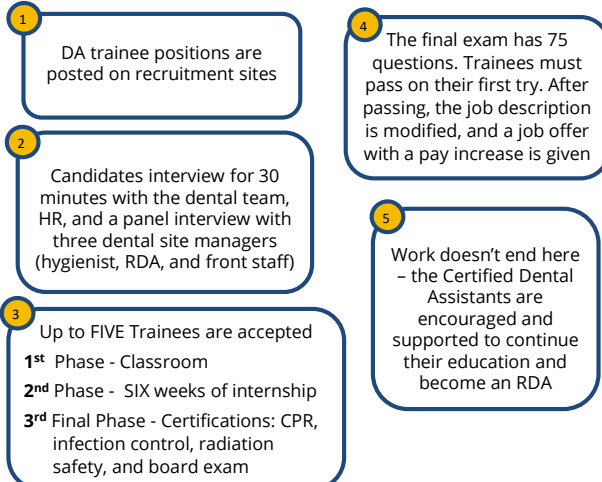
RDA4U provides material for three core courses: 8 hours of Infection Control, Dental X-Ray Certification (Radiation Safety) Course, and PREP CA Dental Practice Act Law and Ethics. The American Heart Association provides the final core course, CPR certification.

Up to Five Trainees are accepted into the three-phase program. Smaller groups work best for dedicated time with the instructor.

Upon completing the on-the-job training, the dental assistant trainees receive all their course certificates and transition from the dental assistant trainee position to the dental assistant. Trainees are given a clinic site and a full-time work schedule under their new job title. A pay increase is also given at this time.



WORKFLOW



Internal OCHIN Epic Workflows & Program Overview

New Patient Exam	Periodic Oral Evaluation & Prophylaxis (POE&PRO)
DA/RDA/RDH Workflow: PMT	Restoratives
DA/RDA/RDH Workflow: SRP	MCC Dental Assistant Trainee Program

RESULTS TO DATE

Retention Rate: One group of 5 has completed the program; 4 stayed on for employment.

LESSONS LEARNED




The program has positively impacted patient's access to services.

It's an investment- having someone dedicated and knowledgeable in the training is key





Feedback from trainees at the end of the course: more time needed practicing one another before internship, teaching setup for different procedures, more 1:1 time with students who need additional help to learn the work.


Workflow for New Patient exam



DEFINITIONS: For all new patient exam, back office employees need to follow the below procedure and remember to take an initial base line  in tooth tab before starting any data entry. Moreover, dental assistants, RDAs, and RDHs are responsible for collecting any patient paper work and ensure forms are completely filled and signed by the patient and the dentist.


PROCEDURE

Dental Assistant Workflow

- Step 1:** Once the front office has checked the patient in and the status says "Arrived", select patient by single-click and select the  tab to document your initials and room # by the procedure's notes. Upon getting the patient, please indicate your name and position to the patient and communicate what patient is there for. **Example: "my name is white tooth and I am a dental assistant. You are here today for an exam and cleaning. Do you have any questions?"**
- Step 2:** In the operatory, please confirm patient identity by asking for full name and DOB. Collect the new patient paper work from patient. Check that all forms are fully completed and sign by the patient.
- Step 3:** In the schedule, assign the appointment to the provider on "change provider" tab. 
- ROOMING:** Double-click the patient to open/start Rooming. Complete the following.
 - Chief complaint-select "dental diagnostic exam" and "Dental Hygiene"
 - Dental Diagnostic... Dental Hygiene/...
 - Vitals (blood pressure, pulse) age 18+ ONLY
 - Temperature for all patients
 - Weight (ages 0 - 12)
 - Medical History-
 - Problem list
 - Medications
 - Allergies-If there are no allergies, make sure to click "No known allergies"
 - Tobacco and Vaping History (ages 18+).
 - Surgical History

Click mark as reviewed  once you have reviewed and made any changes.

 - DO NOT complete Family History
 - Select patient's preferred pharmacy in the  tab under the medication search option located on the left hand side labeled Rx 
 - Complete Dental History






- Quick Question (choose '6' for ALL dental visits)
- X-RAYS/ PATIENT IMAGES- take any x-rays as needed.
- SET UP INTRA ORAL CAMERA
- COMPLETE TOOTH BRUSHING AND PATIENT EDUCATION (this sequence might change depending on the provider's availability.)
- Communicate with your provider and inform them that the patient is ready (go find them, or send a Trilliant message)
- CLINICAL NOTES**
 - Open the  tab and Select the SA1690DENTEXAMCLEANINGOVER21 (MCC NOTE) and complete the sterilization portion of the note.
 - DA/RDA/RDH can scribe for dentist as needed in the clinical note section and completes any data entry that DA/RDA/RDH completed with patient themselves.
 - Leave sterilization information (tape/pouches/indicator strip) on the DDS side of the counter so he/she can confirm the sterilization process.

Dental Assistant with Dentist in the Operatory

NOTE: Dental assistants provide a brief introduction about patient and findings to dentist, example: "Dr. So, we have patient MCC here today. Patient does not have any questions or concerns, no medical problems, allergies or medications, I have provided OHI and nutritional counseling. Pt. needs to brush more and floss daily. Diet is good, not much sugar intake etc."

They also, hands deliver any patient paper work as soon as dentist enters the operatory and request the dentist to review and sign the document under dentist's signatures before starting the procedure. Dental assistants are responsible for making sure all patient's paper documents are completely filled by the patient and signed by the dentist for each appointment.

7. TOOTH CHART

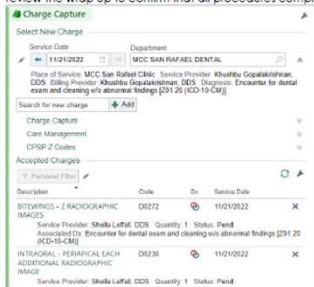
- Take an initial baseline of the chart 
 - Record any existing treatment patient may have, chart teeth conditions, findings and treatment recommended/needed given by the dentist.
 - Create/sequence and present a treatment plan to patient.
 - Confirms that dentist name is attached to treatment plan.
-  
- 6/22/2023 Treatment Plan
- Obtain and sign consent for treatment document if patients accepts proposed treatment.
 - Complete perio exam if necessary (13+ years annually)
 - Confirm that all completed procedures are listed and are under dentist's name in "TODAY's" tab/section
-  
- Confirm that no procedures are left behind in the "OUTSTANDING" Section under "simplified Tx. Plan" tab.
 - Complete teeth cleaning if no SRP is treatment planned

RDH or dentist performs prophyl

Note: if for any reason, the provider you selected at the beginning of the appointments does not end up seeing the patient, you can go back and select a different provider before you start charting/posting. This will not delete any rooming information.

Dental Provider

- Generate referrals if necessary and print for patient
- Send prescriptions electronically if necessary ***NOTE: provider can send prescriptions in operatory if he/ she logs in under her account
- Generate medical consult form and send via email if necessary
- Complete the Dental Screenings tab
 - Sealant exclusion for under 21 years of age
 - Caries risk assessment and goals for ALL patients
- Modify and complete smart notes from the Notes Tab
- Add visit diagnosis
- Associate the procedures with the appropriate diagnosis code
- Select Completed button corresponding to completed procedure for this visit
- review the wrap up to confirm that all procedures completed on the visit are attached under your name.




Charge Capture

Select New Charge

Service Date: 11/01/2022 Department: MCC SAN RAFAEL DENTAL

Place of Service: MCC San Rafael Clinic Service Provider: Khushbu Gopalakrishnan DDS Billing Provider: Khushbu Gopalakrishnan, DDS Diagnosis: Encounter for dental exam and cleaning with abnormal findings [D12.20 (ICD-10-CM)]

Search for new charge 

Charge Capture ☒

Care Management ☒

CRISP 2.0 Score ☒

Accepted Charges

Description	Code	Qty	Service Date	Status
BITWINGS - 2 RADIOGRAPHIC IMAGES	D0272	1	11/01/2022	X
Service Provider: Sheila Laffel, DDS Quantity: 1 Status: Pending				
Associated Dx: Encounter for dental exam and cleaning with abnormal findings [D12.20 (ICD-10-CM)]				
INTRABRAN - PERIAPICAL EACH ADDITIONAL RADIOGRAPHIC IMAGE	D0238	1	11/01/2022	X
Service Provider: Sheila Laffel, DDS Quantity: 1 Status: Pending				

10. Sign encounter



DA/RDA/RDH Workflow: PMT

PROCEDURE: For all periodontics maintenance patients, back office employees need to follow the below procedure. Moreover, these employees are responsible for collecting any patient paper work that the patient may need such as medical history form updates, etc., and ensure forms are completely filled and signed by the patient and dentist.

Dental Assistant and RDH Workflow

Step 1: Once the front office has checked the patient in and the status says "Arrived", select patient by single-clicking and select the **Notes** tab to document your initials by the procedure's notes.

Step 2: In the operatory, please collect any paper work such as medical history updates from patient. Check that all forms are fully completed and sign by the patient.

ep 3: In the schedule, please assign the appointment to the provider on change provider tab and select the provider's full name. **Change Prov**

1. **ROOMING:** Double-click the patient to open/start **Rooming**. Complete/review the following.

- Chief complaint-select "periodontal tab" **Periodontal**
- Vitals (blood pressure, pulse) **age 18+ ONLY**
- Temperature for all patients
- Weight (ages 0 – 17)
- Medical History-
 - Problem list
 - Medications
 - Allergies-if there are no allergies, make sure to click "No known allergies"
 - Surgical History

Click mark as reviewed **Mark as Reviewed** once you have reviewed or made any changes.

- **DO NOT complete Family History**

- Select or confirm patient's preferred pharmacy in the **Med Documentation** tab under the medication search option located on the left hand side labeled Rx **No Pharmacy Selected**
- Quick Question (choose 'd' for ALL dental visits)

Communicate with your provider and inform them that the patient is ready (go find them, or send a Trilliant message)

2. **TOOTH CHART**

- Open the **Notes** tab and Select **SA169DENTPERIOMAINTEANCE (MCC PMTNOTE)**, complete the sterilization portion of the note and complete any data entry that DA/RDA/RDH completed with the patient themselves.
- Leave sterilization information (tape/pouches/indicator strip) on the DDS side of the counter so he/she can confirm the sterilization process

3. **Provider/RDH performs periodontal services**

- Give nitrous as needed
- Perform PMT
- RDH- Please have provider do a final procedure check once PMT is complete

1. **RDH OR RDA/DA-** Move PMT procedure from "planned treatment" folder **Planned Treatments (1)** to today's tab **Today** if procedures are not already listed in this tab. Employee confirm all procedures are attached to the provider seeing the patient (authorizing, service, and billing provider; see screenshot below unless RDH completes the cleaning then RDH name will go under service provider)


DA/RDA/RDH Workflow: SRP

PROCEDURE For all scaling and root planing patients, back office employees need to follow the below procedure. Moreover, these employees are responsible for collecting any patient paper work that the patient may need such as medical history form updates, etc., and ensure forms are completely filled and signed by the patient and dentist.


Dental Assistant and RDH Workflow

Step 1: Once the front office has checked the patient in and the status says "Arrived", select patient by single-clicking and

select the  **Notes** tab to document your initials by the procedure notes.



Step 2: In the schedule, you will also need to assign the appointment to the provider on "change provider" tab and select the provider's full name. 

1. **ROOMING:** Double-click the patient to open/start **Rooming**. Complete/review the following.

- Chief complaint- select "periodontal tab" 
- Vitals (blood pressure, pulse) **age 18+ ONLY**
- Temperature for all patients
- Medical History-
 - Problem list
 - Medications
 - Allergies-If there are no allergies, make sure to click "No known allergies"
 - Surgical History


Click mark as reviewed  **Mark as Reviewed** once you have reviewed and made any changes.

- DO NOT** complete Family History

- Select or confirm patient's preferred pharmacy in the  **Med Documentation** tab under the medication search option located on the left hand side labeled Rx  **No Pharmacy Selected**
- Quick Question (choose "6" for ALL dental visits)

Communicate with your provider and inform them that the patient is ready (go find them, or send a Trilliant message)




2. **TOOTH CHART**

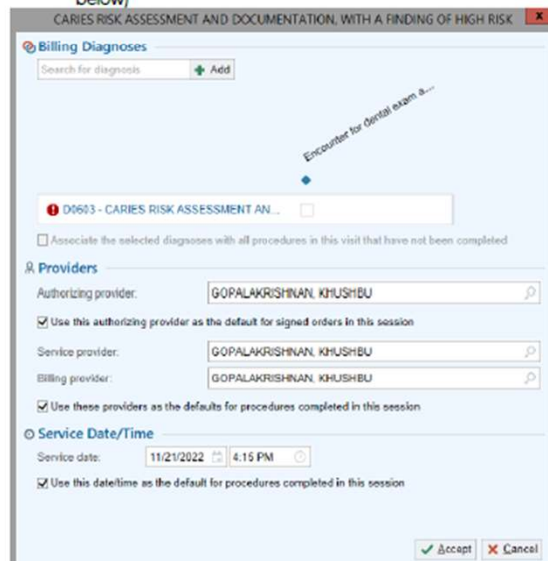
- Open the  **Notes** tab and Select **SA169DENTSRP** (**MCC SRP NOTE**) complete the sterilization portion of the note.
- Leave sterilization information (tape/pouches/indicator strip) on the DDS side of the counter so he/she can confirm the sterilization process

3. **Provider/RDH performs periodontal services**

- Give nitrous as needed- confirm consent form is on file or obtain consent.
- Anesthetize patient if needed
- Perform SRP

4. **Posting Completed Procedures By RDA/DA/RDH**


- Move or complete the teeth quadrants that were done from "planned treatment" folder if procedures are not already listed in this tab.
- Employee confirm all procedures are attached to the provider seeing the patient (authorizing, service, and billing provider; in "today's tab"  **Today**  
- confirm all procedures are attached to the provider seeing the patient (authorizing, service, and billing provider; unless RDH completes the cleaning then RDH name will go under service provider. See screenshot below)



5. **RDH ONLY:**


- POST OPERATIVE X-RAYS-** RDH takes post-operative bitewing of the teeth quadrants completed.
- completes SRP procedure notes

Workflow for Periodic Oral Evaluation & Prophylaxis (POE&PRO)


DEFINITIONS: For all POE&PRO patients, employees need to follow the below procedure and remember to take an initial base line  **Take Initial Baseline** in the tooth tab before starting any data entry. Moreover, dental assistants, RDAs, and RDHs are responsible for collecting any patient paper work and ensure forms are completely filled and signed by the patient and dentist.

PROCEDURE

Dental Assistant Workflow

Step 1: Once the front office has checked the patient in and the status says "Arrived", select patient by single-click and select the  **Notes** tab to document your initials and operator # by the procedure notes.

Step 2: in the operatory, please collect any paper work from patient such as medical history form, etc., and check that all forms are fully completed and sign by the patient.

Step 3: In the schedule, please assign the appointment to the provider on "change provider" tab.  **Change Prov**

1. **ROOMING:** Double-click the patient to open/start **Rooming**. Complete the following.

a. Chief complaint- select "Dental Diagnostic Exam" and "dental Hygiene"

b. Vitals (blood pressure, pulse) **age 18+ ONLY**

c. Temperature for all patients

d. Weight (ages 0 – 12)

e. Medical History-

- Problem list
- Medications
- Allergies-If there are no allergies, make sure to click "No known allergies"
- Tobacco Vaping History (ages 18+)
- Surgical History

Click mark as reviewed  **Mark as Reviewed** once you have reviewed and made any changes.

• **DO NOT complete Family History**

f. Select patient's preferred pharmacy in the  **Med Documentation** tab under the medication search option located on the left hand side labeled Rx  **No Pharmacy Selected**

g. Complete Dental History

h. Quick Question (choose '6' for ALL dental visits)



2. **X-RAYS/ PATIENT IMAGES-** take any x-rays as needed.

3. **SET UP INTRA ORAL CAMERA**

4. **COMPLETE TOOTH BRUSHING AND PATIENT EDUCATION** (this sequence might change depending on the provider's availability.)

5. **Communicate with your provider and inform them that the patient is ready (go find them, or send a Trillian message)**


6. CLINICAL NOTES

- a. Open the  **Notes** tab and Select the  **SA169DENTEXAMCLEANINGOVER21 (MCC NOTE)** and complete the sterilization portion of the note.
- b. DA/RDA/RDH can scribe for dentist as needed in the clinical note section and completes any data entry that DA/RDA/RDH completed with patient themselves.
- c. **Leave sterilization information (tape/pouches/indicator strip) on the DDS side of the counter so he/she can confirm the sterilization process.**

Dental Assistant with Dentist in the Operatory

NOTE: Dental assistants hands deliver any patient paper work as soon as dentist enters the operatory and request the dentist to review and signs the document under dentist's signatures before starting the procedure. Dental assistants are responsible for making sure all patient's paper documents are completely filled by the patient and signed by the dentist for each appointment.

1. TOOTH CHART

- a. Take an initial baseline of the chart  **Take Initial Baseline**
- b. Record any existing treatment patient may have, chart teeth conditions, findings and treatment recommended/needed given by the dentist.
- c. Create/sequence and present a treatment plan to patient.
- d. Confirms that dentist name is attached to treatment plan.


 **Treatment Plan**

Owner: Stephanie Shyn, DDS

6/22/2023 Treatment Plan

- e. Obtain and sign consent for treatment document if patients accepts proposed treatment.
- f. Complete periodontal exam if necessary (13+ years annually)
- g. Confirm that all completed procedures are listed and are under dentist's name in "TODAY's" tab/section

 **Today**

 **Simplified Tx. Plan**

- h. Confirm that no procedures are left behind in the "OUTSTANDING" Section under "simplified Tx. Plan" tab.
- i. Complete teeth clearing if no SRP is treatment planned

RDH/DDS performs prophyl

Note: if for any reason, the provider you selected at the beginning of the appointments does not end up seeing the patient, you can go back and select a different provider before you start charting/posting. This will not delete any rooming information.

DEFINITIONS For all restorative patients such as dental fillings, extractions, root canals, and crowns employees need to follow the below procedure. Dental assistants, RDAs and RDHs are responsible for collecting any patient paper work that may be due for the patient such as medical history update forms, etc. These employees must check that all forms are completely filled and signed by patient and dentist.

PROCEDURE

Dental Assistant Workflow

Step 1: Once the front office has checked the patient in and the status says "Arrived", select patient by single-clicking and select the **Notes** tab to document your initials by the procedure notes.

Step 2: In the operator, please collect any paper work from patient that they may have. Check that all forms are fully completed and sign by the patient.

Step 3: In the schedule, assign the appointment to the provider on "change provider" tab and select provider's full name.

Change Prov

1. **ROOMING:** Double-click the patient to open/start **Rooming**. Complete/review the following.
 - a. Chief complaint/select visit type using the category tabs
 - b. Vitals (blood pressure, pulse) **age 18+ ONLY**
 - c. Temperature for all patients
 - d. Weight (ages 0 – 17)
 - e. Medical History-
 1. Problem list
 2. Medications
 3. Allergies-If there are no allergies, make sure to click "No known allergies"
 4. Surgical History

Click mark as reviewed **Mark as Reviewed** once you have reviewed and made any changes.

- **DO NOT complete Family History**

- f. Select/review patient's preferred pharmacy in the **Med Documentation** tab under the medication search option located on the left hand side labeled **Rx No Pharmacy Selected**
- g. Quick Question (choose '6' for ALL dental visits)

2. **SET UP ARMAMENTARIUM FOR PROCEDURE AND MAKE SURE YOU READ ALL DENTIST REQUESTS FOR MATERIALS, ETC**

3. TOOTH CHART

- a. Open the **Notes** tab and Select the **SANBENTRESTORATION** (MCC NOTE) and complete the sterilization portion of the note.
- b. Leave sterilization information (tape/pouches/indicator strip) on the DDS side of the counter so he/she can confirm the sterilization process.
- c. Communicate with your provider and inform them that the patient is ready (go find them, or send a Trillan message)

Dental Assistant with Dentist in the Operator

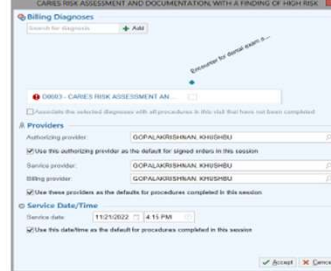
TOOTH CHART

1. Obtain and sign consent form if you are completing any of the following procedures.

1. Extractions
2. Pulpectomy
3. RCT
4. Crowns
5. Partials
6. Dentures

2. Place patient on Papoose (restraint board) if needed. Confirm consent form for Papoose is signed.
3. Administer nitrous if needed. Confirm consent form for nitrous use is signed.
4. RDA and DDS complete procedure using four handed dentistry and patient centered approach.
5. Transfer the completed procedures for the visit from the "TX plan section" to the "Today" section if procedures are not already listed in this tab. **Do not dismiss patient without this being done!!!**
6. Confirm all procedures are attached to the provider seeing the patient (authorizing, service, and billing provider;

see screenshot below)



Billing Diagnoses

Search for diagnosis: **Add**

Providers

Authorizing provider: **GOPIALAKRISHNAN, KIRANDESHU**

Service provider: **GOPIALAKRISHNAN, KIRANDESHU**

Billing provider: **GOPIALAKRISHNAN, KIRANDESHU**

Service Date: **11/21/2022** **4:11 PM**

Sign **Cancel**

Dental Provider

1. Generate referrals if necessary and print for patient
2. Send prescriptions electronically if necessary ***NOTE: provider can send prescriptions in operator if he/she logs in under her account
3. Modify and complete procedure notes from the **Notes Tab**
4. Add visit diagnosis
5. Associate the procedures with the appropriate diagnosis code
6. Select **Completed** button corresponding to completed procedure for this visit



Billing Diagnoses

Search for diagnosis: **Add**

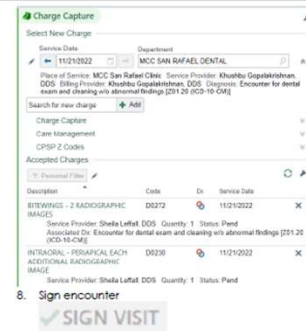
Providers

Authorizing provider: **OLMEZOVA, IRINA**

Service provider: **OLMEZOVA, IRINA**

Billing provider: **OLMEZOVA, IRINA**

7. Open wrap tab up to confirm that all procedures completed for the visit have your name attached.



Charge Capture

Select New Charge

Service Date: **11/21/2022** Department: **MCC SAN RAFAEL DENTAL**

Physician: **MCC San Rafael Clinic** Service Provider: **Khantha Gopalekshana**

DDS: **GOPIALAKRISHNAN, KIRANDESHU** Billing Provider: **GOPIALAKRISHNAN, KIRANDESHU**

Search for new charge: **Add**

Description	Code	Di	Service Date
BITEWINGS - 2 RADIOGRAPHIC IMAGES	D0372		11/21/2022
INTERRADIAL - PERIAPICAL EACH ADDITIONAL RADIOGRAPHIC IMAGE	D0298		11/21/2022

Sign encounter

SIGN VISIT



MCC dental Assistant Trainee program

Program overview

Selected internal and/or external candidates must be willing and demonstrate a big interest and commitment in serving our community, patient and MCC long term in order to receive in the job paid training to become dental assistants. Once candidates are screened, interviewed, and selected, we focus on teaching the dental assistant's job functions and responsibilities that are performed at Marin Community Clinics (MCC). MCC has partner with RDA4U (dental board provider) who offers the course materials as well as the certifications courses required by the Dental Board of California to practice as an unlicensed dental assistant. The training is divided into five components and the goal is to get these DA trainees to transition to dental assistants within three months of employment.

The five components are as follow:

1. Intro to dental assisting "the lectures"- the lecture portion of the courses are online, with interactive podcast videos, worksheets and quizzes. We complete eight courses in this section. All the courses content, worksheets and quizzes are provided by RDA4U program. Also, in this phase the trainer has trainees' complete exercises pertaining to course topics and clinic policies and procedures. Names of the podcast videos are as follow:
 - The dental healthcare teams- who works in the dental office and what their role are
 - Oral Anatomy and Terminology- teeth shape names and functions and dental terminology
 - Basic dental procedures
 - Dental supplies, equipment, materials and instruments names and functions
 - Preventive dentistry and Nutrition
 - Over view of dental specialties
 - The basic of patient assessment-dental disease, preventive dentistry, health history review, vital signs, and how to handle medical emergencies
 - Chairside assisting- patient seating, instrumentation, operatory set-up, 4-handed dentistry, oral evacuation, and teeth isolation techniques.

Note: DA trainees complete a quiz on each of the above courses and must pass with at least 75% grade.

2. Trainer and trainees complete the hands-on practice at one of our sites. This is where students practice what they learned in the lecture's courses under the supervision and guidance of the trainer. We practice rooming patients following our clinic policies and procedures, taking vitals, setting up dental operatory for visit/procedures, cleaning and proper disinfecting of operatory after each visit, chairside assisting, and transferring of the dental instruments. Students in this stage also learn to recognize dental instruments, dental materials, sequence for dental procedures, and practice infection control and patient communication/education with each other.
3. EPIC training- DA trainees complete one to two full days of Epic training where they learn and practice the required data entry for each dental visit/procedure.

4. Internships- Trainees get 2 weeks of internships at each of our dental site. This is where the trainees gain more practice/knowledge performing their dental assistant job function and responsibilities. They perform all dental assistant tasks under dentists and licensed dental assistants and RDAs supervision. Some of the task trainee must complete during internship are: performing and following instruments sterilization process, setting up and breaking down operatories for dental procedures, cleaning and disinfecting dental operatories, chair side assisting, take patient vitals, help with patient management, perform infection control practices, complete data entry for each dental procedure, etc.
5. DA trainees complete four courses required by the dental board of California to practice as an unlicensed dental assistant. The courses are:
 - Healthcare provider CPR certification that is approved by the American Red Heart Association- Compression CPR offer this course onsite for our trainees.
 - 8 hours of infection control- online material is provided by RDA4U as well as the lab and clinical component that happens at one of our dental sites. At the end of the course, trainee will take an online 100 question quiz that must be pass with at least 75% grade.
 - X-ray and radiation safety certification- These courses teach trainees how to take dental x-rays and about the uses and types of dental images that exist, exposure techniques, trouble shooting, radiation safety and image interpretation. In order to obtain their dental x-ray certificate, the trainees must take dental x-rays in four patients, a total of 72 images. At the end of the course, trainee will take an online 100 question quiz that must be pass with at least 75% grade.
 - Dental Practice Act and Practice Management- licensing and certifications, scope of services, ethics and professionalism in dentistry, compassion, competency, and integrity, communication skills, basic dental software and insurance basics. At the end of the course, trainee will take an online 100 question quiz that must be pass with at least 75% grade.

Note: once all of the above is completed, the trainer along with DA trainee complete the dental assistant competency checklist to ensure employee knows how to do the required tasks and is following clinic policies, procedures, OSHA and HIPPA regulations, infection control practices, patient and self-safety.

Upon successfully completing the in the job training, the dental assistant trainees receive all their course certificates and are transition from dental assistant trainee position to dental assistant. Trainees are giving a clinic site and a full time works schedule to follow under their new job title. A pay increase is also giving at this time.