



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

**Location:** Jackson Heights, Queens

**Position Title:** Dental Assistant

**Reports to:** Director of Dental Program

**FSLA Status:** Non-Exempt

**Position Summary:** The Dental Assistant (DA) is a dual-functional position within a community health center model of care. The DA will assist the dentist and/or dental hygienist in examination and treatment of patients. Perform a variety of chairside and clinical/ laboratory support functions. Prepare treatment operatory, position instruments and equipment. Monitor patient comfort. Assist in maintaining treatment records and maintaining operatory equipment and instruments. Responsible for the sterilization, preparation and inventory control of dental instruments and supplies. In addition, this position is responsible for center operational activities, such as front desk registration, maintain appointment schedules and verifying insurance. Bilingual a must.

**Job Duties & Responsibilities include:**

- Greet all patients and provide basic orientation to the center and all available services.
- Prepares patient and patient room for dentist's examination and treatment.
- Sterilizes, disinfects, and disposes of any operatory and instruments and/or materials adhering to OSHA guidelines for a safe work environment.
- Utilizes four-handed dentistry techniques to prepare and dispense materials chair-side and assist the dental provider(s).
- Takes and records vitals with medical and dental histories of patients.
- Exposes and develops and mounts dental diagnostic radiographs as delegated and directed by the Dentist in accordance with state regulation and law and department directive and protocol.
- Pours models and prepares cases to be sent to the dental lab(s).
- Assists dentist in management with all dental procedures, ie: emergencies, oral surgery, prosthetic and restorative procedures.
- Performs all functions in full compliance with the system's and the department Exposure Control Plan including but not limited to the use of Personal Protective Equipment and Universal Precautions.
- Conducts and educates patients in dental health: oral health, hygiene, and treatment programs.
- Collaborates with patient care coordinator for scheduling and billing.
- Maintains and monitors dental equipment, inventory: ordering, distribution of stock, and storage
- Provides interpretation services between patient and provider(s) as necessary.
- Assists patients in need of help, i.e. handicap, pediatric, etc.
- Professionally assists patient care in line with the organizations mission and goals, while upholding HIPAA policies.
- Check-in all dental patients and obtain accurate patient demographics as required for registration.

- Confirm dental appointments and follow up on missed or cancelled appointments.
- Makes and keeps track of dental appointment schedule.
- Answer telephone calls and follows up on return calls.
- Verify patients' insurance and obtain pre-authorization as needed.
- Collets co-payment fees, tracks payments and open balances.
- Travels when necessary to meet operational needs.
- Provides back-up for co-workers when needed.

**Qualifications:**

- High School Diploma or GED equivalent
- Completion of an accredited New York dental assisting program by the Commission on Dental Accreditation of the American Dental Association
- Minimum one (1) year of clinical work dental assisting
- Basic CPR (BLS) Certification
- Experience in hospital or community health center preferred
- Bilingual in English/Spanish and/or English/Chinese
- Medical/Dental Software: eClinicalWorks
- Ability to read and comprehend simple instructions, short correspondence and memos.
- Ability to communicate dental procedures and terminology with dental team and patient.
- Engaged in learning and continuous quality improvement.
- Excellent customer service skills are required
- Responsive and comfortable working in the fast-paced, high accountability environment.
- Upholds and is willing to work with and/or care for a person in line with the mission and goals of Apicha CHC which are sensitive to race, gender, sexual orientation, English competency, immigration status, religion or socio-economic status.
- Ability to stand, walk or sit for an extended period.
- Ability to hear within normal range.
- Ability to see within normal range.
- Finger and hand dexterity to manipulate objects.
- Noise level is moderate.
- Possible exposure to virus, disease, and infection from patients and specimens.
- Ability to work flexible hours including evenings and weekends.

Apicha CHC is an Equal Opportunity Employer. M/F/D/V/SO