



SAN JOAQUIN VALLEY COLLEGE

DENTAL ASSISTING PROGRAM HANDBOOK

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SECTION 1 - INTRODUCTION

Welcome future Dental Assistants! The administration and faculty of the *San Joaquin Valley College (SJVC)* Dental Assisting (DA) program are pleased that you have chosen to enroll in our program. We look forward to partnering with you as you begin your educational journey. In this partnership, we pledge our commitment to your personal, academic, and professional success. Our goal is to provide you with a high quality education in the field of dental assisting by ensuring that you are taught in the best possible learning environment and are given the appropriate learning experiences required for developing knowledge and skills that will lead to a successful career as a dental assistant. Likewise, your contribution to our partnership consists of taking the time and responsibility to thoroughly read, understand, and comply with the institutional and program policies which have been established to support an effective and quality educational experience.

The DA program faculty has developed this manual to guide you through your training. This manual includes information and policies specific to the DA program offered at the *SJVC* Fresno Campus. Information about the program and profession is provided to give you a realistic perspective of the many elements likely to be experienced in this program. Please carefully consider all of the information contained in this manual and use it as a supplement to the **College Catalog** and **Student Handbook**. You should make note of topic areas or details not fully understood and immediately seek clarification from the program's faculty or administration.

The following pages will convey the program's expectations of all students in the DA program.

San Joaquin Valley College
Dental Assisting Program (*SJVC* Fresno Campus)
Policy & Procedures Manual

Read the information carefully and be prepared to comply immediately as it is for your benefit and your success. Please remember that the measure of success you experience in the program is largely dependent upon you. In order to make the most out of your time at *SJVC*, we encourage you to maintain an attitude that reflects cooperation, flexibility, and sustained effort.

Good luck to you as you embark upon the fascinating world of dental assisting!

Tamara McNealy, RDA
Program Director

OVERVIEW OF THE MANUAL

The DA Policy & Procedures Manual is divided into five sections: **Sections 1-3** provide an introduction and overview of the profession and the *SJVC*DA program. **Section 4** provides the policies, standards, and protocols that pertain to the theory, clinical, and externship phases of the program. **Section 5** contains an appendix of important forms and information including the **Agreement to Abide by Program Policies**. Students will be required to sign the agreement prior to starting the program.

RESERVATION OF RIGHTS

The DA Policy & Procedures Manual is reviewed and updated annually. However, the program reserves the right to modify the content of this document at any time. Any material changes to the manual will be communicated to students. The program reserves the right to vary the application of the policies, standards, and protocols presented herein based on the circumstances surrounding individual situations.

PROGRAM DIRECTORY

SJVC Fresno Campus

295 East Sierra Avenue
Fresno, CA 93710
Phone: 559-448-8282

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San Joaquin Valley College
Dental Assisting Program (*SJVC*Fresno Campus)
Policy & Procedures Manual

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CLASS SCHEDULE

DA classes run Monday through Thursdays with Fridays, as needed. During the last phase of the program, students complete an externship at an extramural facility. Work hours will be determined by the student, Clinical Coordinator, and the clinical site.

Students are strongly encouraged to schedule appointments outside of class and externship time and to delay any vacation plans until after graduation from the program.

STUDENT-FACULTY COMMUNICATION

Following are the methods of communication between students and faculty outside of class.

Email: Students are encouraged to use their free *SJVC* email account to communicate with their instructors and classmates, as needed. Students must check their *SJVC* email accounts on a regular basis.

Student email accounts may be accessed via Outlook by going to <http://infozone.sjvc.edu>. Look for the email tab in the main menu bar. In addition, students are encouraged to set up their smart phones to receive email notifications from *SJVC*. Contact technical support for assistance.

eCourse Announcements: Instructors regularly post important information about their courses on the eCourse news tab. Students should regularly check eCourses to ensure that you have up-to-date information concerning your courses.

Telephone: Students may contact their instructors or the Program Director at the numbers listed in the program directory.

Bulletin Board: Announcements may be posted on the designated program bulletin board.



SECTION 2 – OVERVIEW OF THE PROFESSION

SCOPE OF PRACTICE

Dental Assistants work closely with dentists and dental hygienists in dental offices. Dental Assistants perform many tasks; however, specific duties vary by state and dental practice. Following are some of the typical duties performed by dental assistants:¹

- Work with patients to make them comfortable in the dental chair and to prepare them for treatments and procedures
- Sterilize dental instruments
- Prepare the work area for patient treatment by setting out instruments and materials
- Help dentists by handing them instruments during procedures
- Keep patients' mouths dry by using suction devices and other equipment
- Instruct patients in proper dental hygiene
- Process x-rays and complete lab tasks, under the direction of a dentist
- Keep records of dental appointments
- Schedule patient appointments
- Work with patients on billing and payment

In addition, students may obtain the following credentials which provide the opportunity to perform additional tasks:

- Registered Dental Assistant (RDA)

¹ Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2014-15 Edition*, Dental Assistants, on the Internet at <http://www.bls.gov.ooh/healthcare/dental-assistants.htm>

- Orthodontic Assistant Permit (OAP)
- Dental Sedation Assistant Permit (DSAP)
- Registered Dental Assisting in Extended Functions (RDAEF)

PRACTICE SETTINGS AND WORK ENVIRONMENT

Almost all dental assistants work in dentists' offices on a full-time basis. Some dental assistants' are required to work evenings and weekends.

RISKS AND HAZARDS

The duties performed by dental assistants' put them at risk for potential exposure to infectious materials and radiation. To minimize potential exposure, dental assistants' wear Personal Protective Equipment (PPE), which includes safety glasses, surgical masks, protective clothing and gloves. They also follow safety procedures while exposing and processing x-rays.

PROFESSIONAL MEMBERSHIPS

Becoming a member of a professional organization is an excellent way for students to further their knowledge of the profession, stay abreast of current and emerging trends and requirements of the profession and any new initiatives or proposed legislation that may impact the dental assisting profession. The following is a list of some of the professional organizations for dental assistants:

Dental Assisting National Board, Inc.

444 N. Michigan Ave., Suite 900

Chicago, IL 60611

(312) 642-3368

<http://www.danb.org/>

American Dental Assistants Association

140 N. Bloomingdale Road
Bloomingdale, IL 60108-1017
(630) 994-4247

www.dentalassistant.org

NOTE: *SJVC* does not endorse any one organization nor does it require students to become members. The information provided above is purely for informational purposes.



SECTION 3 – OVERVIEW OF THE PROGRAM

INSTITUTIONAL ACCREDITATION

SJVC is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education. *SJVC* has received approval by the ACCJC to teach the Dental Assisting Program at the *SJVC* Fresno Campus.

ACCJC Contact Information

Physical Address:

10 Commercial Boulevard, Suite 204
Novato, CA 94949

Phone: (415) 506-0234

STATE APPROVAL

SJVC is approved to operate as an accredited institution in the State of California by the Bureau for Private Postsecondary Education (BPPE).

BPPE Contact Information

Physical Address:

2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833

Mailing Address:

P.O. Box 980818
West Sacramento, CA 95798-0818

Phone Numbers:

(888) 370-7589 (toll free) or (916) 431-6959

Fax Number:

(916) 263-1897

PROGRAMMATIC APPROVAL

The DA program offered at the *SJVC* Fresno Campus is approved by the Department of Consumer Affairs, Dental Board of California:

Dental Board of California
2005 Evergreen Street, Suite 1550
Sacramento, CA 95815
<http://www.dbc.ca.gov>

PROGRAM DESCRIPTION

SJVC's DA program thoroughly prepares students for entry-level careers in dental assisting. The program covers all aspects of working with a dentist, including patient care and office and laboratory procedures. A balance of hands-on experience and classroom instruction provides a solid foundation in dental assisting skills and related theory.

An on-campus dental clinic provides students the opportunity to practice dental skills and procedures on clinical patients. Students receive direct instruction and supervision from a well-trained instructional staff and dentist. Near the end of the program, students complete an externship with a local dentist office. The externship experience serves as the final training phase prior to graduation, and, ultimately, employment as a dental assistant.

PROFESSIONAL CERTIFICATION

Students who successfully complete the DA program earn a Certificate of Completion in approximately 10 months. Graduates also earn the following certifications which are required for employment as a dental assistant:

- CPR
- 8-hour Infection Control

- State Dental Practice Act-Law and Ethics

Graduates are eligible to take the Dental Board of California Examination for State Licensure as a Registered Dental Assistant (RDA).

PROGRAM LEARNING OUTCOMES

Upon completion of this program, the graduate will be able to:

1. Identify and analyze the laws and regulations of the Dental Board and maintain standards of a Dental Healthcare Provider.
2. Meet eligibility requirements for employment and the California Registered Dental Assistant's State Board examination by achieving standardized course learning outcomes in the following areas of expertise: CPR, Dental Radiology, Infection Control and Dental Practice Act: Law and Ethics, Coronal Polish, Pit and Fissure Sealants.
3. Perform all direct patient care duties legally assigned to the unlicensed dental assistant and Registered Dental Assistant.
4. Assist during commonly practiced dental procedures, including but not limited to, direct and indirect restorations, fixed prosthodontics, endodontics, and orthodontic treatment.
5. Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.
6. Demonstrate the social skills, professional appearance, attitudes, and behavior that employers expect of all *SJVC* graduates.



SECTION 4 – PROGRAM POLICIES, STANDARDS, AND PROTOCOLS

I. BEHAVIORAL POLICIES

A. Attendance

As professionals in training, students are expected to attend all scheduled educational activities (didactic and clinical classes, lab sessions, and externship). It is equally important that students arrive to class on-time. Regular and on-time attendance supports a successful educational experience and allows for timely completion of required skill demonstrations.

In the event of an absence, students must provide advance notice of the absence to any scheduled patient(s), the instructor, and/or Clinical Coordinator and the externship site.

While we recognize that unforeseen circumstances may result in an occasional absence or late arrival, students that are habitually absent and/or tardy may be subject to a loss of points and/or any other consequences deemed necessary by the instructor.

B. Professional Appearance

Students are expected to follow the program's standards for professional appearance while participating in any scheduled educational activity. (See **APPENDIX 1: STANDARDS FOR PROFESSIONAL APPEARANCE**).

Any questions or concerns about the standards should be discussed with an instructor or the Program Director.

C. Student Conduct Standards

Students are expected to adhere to the *SJVC* **Student Code of Conduct** which sets forth the general conduct standards established for all members of the *SJVC* student body. (See *SJVC* **Student Handbook**) Violations will subject the student to the full range of disciplinary action set forth in the **Code**, up to and including termination from the program.

In addition to the general conduct standards, DA students are expected to conduct themselves in a professional, respectful, and ethical manner by:

- Placing the patient's welfare first when implementing patient care
- Demonstrating a concern for the patient's welfare and comfort
- Willingness to accept suggestions for improvement and evaluation gracefully
- Maintaining physical, mental, and emotional composure in all situations
- Abiding by lab rules and regulations (including professional appearance)
- Demonstrating eagerness to learn
- Demonstrating attitudes of respect, concern and cooperating toward fellow classmates
- Asking for clarification when uncertain of instructions or task
- Practicing good personal grooming and hygiene in order to meet clinical aseptic standards
- Working independently while recognizing limitations
- Demonstrating sound clinical judgment commensurate with level of experience

- Demonstrating ability for self-evaluation according to criteria presented in manuals and lectures
- Maintaining neat and clean working area and sterile instruments
- Demonstrating honesty with faculty members, patients, and colleagues
- Showing concern, primarily with quality treatment for patients rather than a quest for grades
- Providing pertinent, individualized, appropriate information to the patient regarding treatment and prevention of dental disease

Examples of unprofessional conduct and poor judgment, include, but are not limited to:

- Failing to follow good personal grooming and hygiene guidelines
- Accruing excessive and/or inexcusable absences
- Behaving in a manner not conducive to the professional clinical atmosphere
- Failing to use clinic time effectively and efficiently, as determined by the program director

Any observed unprofessional conduct and/or situations involving poor judgment will be addressed directly with the student. While these interactions are intended to be used primarily for contributing to the student's professional development, repeated offenses may be cause for disciplinary action.

Examples of critical errors in professional conduct and judgment, include, but are not limited to:

- Showing disrespect to patients, fellow classmates, and faculty or staff (e.g., verbal confrontations, altering patient assignments without permission, distasteful non-verbal or physical gestures)
- Failing to place the patient's welfare as first priority above clinical requirements that may or may not be needed
- Failing to maintain physical, mental, and emotional composure that may lead to injury to the student, patient, or instructor
- Dishonesty
- Falsifying patient records and/or externship timecards

Critical errors will be documented in writing by the instructor observing the incident giving rise to the unprofessional behavior. The Program Director and/or Student Dean will discuss the matter with the student and determine what action will be taken, up to and including failing the course.

II. CLINICAL POLICIES, PROCEDURES, AND PROTOCOLS

The content presented in this section pertains to all pre-clinical, clinical, and lab courses.

A. Student Entrance Requirements

The following requirements must be satisfied in order to work in the campus dental clinic.

i. Immunizations

Students must undergo a TB skin test and are *encouraged* to receive the Hepatitis B vaccine.

Students may choose not to receive the Hep B vaccine by signing and submitting a declination form.

The program will make arrangements for students to be tested and vaccinated on campus; students will be notified of the date and time.

Students who are absent on the day that the Hep B vaccination and TB test are administered must fulfill these requirements at their own expense and time.

Students are responsible for maintaining their immunization card and keeping their immunization status current for employment purposes.

Students are encouraged to keep a copy of their immunization record in their employment portfolio.

ii. Cardio-Pulmonary Resuscitation (CPR) Certification

Students must be certified in basic life support procedures, including healthcare provider cardiopulmonary resuscitation with an Automated External Defibrillator (AED) through the *American Heart Association* or *American Red Cross*.

The program provides CPR training for students prior to entry into the clinical training component. Students who are absent on the day that the training is delivered, will be required to obtain the certification on their own time and expense. It is the student's responsibility to maintain their CPR certification throughout the duration of clinical training.

Students are encouraged to keep a copy of their CPR certification in their employment portfolio.

B. Operating Procedures

i. Obtaining Patients

In order to meet the pre-clinical and clinical course requirements, students must perform dental procedures on a specific number of pre-clinical and clinical patients as set forth in course syllabi.

Students are responsible for securing their own pre-clinical and clinical patients. To the extent possible, *SJVC* will support students by referring clinical patients to students who need to perform skill demonstrations; however, students are ultimately responsible for recruiting their own patients.

ii. Scheduling Appointments

Students are responsible for:

- Using the clinic's practice management software to schedule their patient's appointments
- Checking the clinical schedule prior to setting appointments in order to avoid double-booking
- Viewing and updating their scheduled appointments in a timely manner
- Confirming each patient's availability the day prior to the scheduled appointment

Students are not to cancel or reschedule patient appointments without prior approval from the instructor.

iii. Patient Cancellations and Missed Appointments

Patient punctuality is critical to ensuring the efficiency of the dental clinic and completion of scheduled procedures. Patients who are late or miss an appointment negatively impact the

student's ability to complete his/her required skill demonstrations. As such, students are responsible for conveying the importance of punctuality to their patients.

If a patient is late, the following actions shall be taken:

- **5 minutes or less:** Student informs instructor that his/her patient is late and whether or not he/she is likely to keep the appointment.
- **10 minutes or more:** Student calls patient to determine if he/she will keep the appointment. Missed appointments or late arrivals of 10 minutes or more are documented in the patient's treatment record under services rendered.

The supervising instructor has discretion to dismiss patients that arrive late or miss an appointment.

In the event of a late arrival or cancellation, students are to make the most of the clinical experience by working on their typodonts. At the discretion of the instructor, students may be allowed to:

- Practice instrumentation as assigned on typodont;
- Practice procedures on a fellow student partner (who is also without a patient). Time shall be split equally so that both students have the opportunity to practice skills.
- Assist another student(s)
- Act as a student evaluator
- Practice infection control procedures
- Support the dental team

iv. Clinical Duties

Students who are not performing dental procedures on pre-clinical and clinical patients are expected to support other student clinicians by serving in the roles of student assistant and/or radiology assistant. Students are also expected to support the operation of the clinic by performing sterilization duties. A description of these roles and the accompanying duties are provided in **APPENDIX 2**.

v. Patient Record Keeping

Students are expected to create and maintain patient charts by taking health histories and documenting dental procedures performed. **APPENDIX 3** provides a list of abbreviations used in clinical charting and for recording services rendered.

vi. Patient Confidentiality

Information concerning a pre-clinical and clinical patient's health and treatment is privileged information. Privileged information should only be discussed with those with a "need to know," (e.g. student assistant, instructor, supervising dentist). To the extent possible, privileged information should be discussed in private.

vii. Patient Conditions

Pre-clinical and clinical patients may present with a variety of pre-existing medical conditions that require a treating physician's consent before dental procedures may be performed. Some of the typical conditions requiring physician consent include:

- Acquired Immune Deficiency Syndrome (AIDS)
- Heart Disease and/or abnormalities
- Tuberculosis
- Stage 2 Hypertension

- Prosthetic Joint Replacement (within 2 years)
- Pregnancy
- Cancer patients receiving radiation or chemotherapy
- Diabetes

To obtain medical information and release for dental treatment, the patient must obtain a signed Medical Release from his/her treating physician.

viii. Patient Behavior

Students are to immediately report inappropriate patient behavior to the supervising instructor immediately.

ix. First-time Patient Skill Performance

The faculty recognizes and understands that students may be apprehensive or nervous about performing a skill for the first time on pre-clinical and clinical patients. While some nervousness is expected, students are to maintain a professional demeanor at all times. For example, students are not to make comments such as, "This is the first time I've done this on a patient!"

If a student has any reservations about performing a certain skill, he/she should discuss the matter with the supervising instructor in a discreet manner out of the patient's earshot.

C. Clinic Maintenance

i. Reporting Equipment Failure

Any equipment failure should be immediately reported to the instructor assigned to the section in which the faulty equipment is located.

ii. Opening/Closing Procedures

On a daily basis, students are responsible for the proper set-up and clean-up of the dental operatory as set forth in the procedures provided below.

NOTE: Prior to any clinic/lab equipment use (Autoclave, Ultrasonic, AT2000, PeriProIII, etc.) refer to the manufacturers' instructions for proper daily, weekly, and monthly use and maintenance. **READ THE LABELS.**

Opening Procedures:

- Set up all armamentarium required for daily tasks/skills
- Turn on all equipment (e.g. compressor and vacuum, radiology control panel)
- Check autoclave and remove and store sterilized instrumentation
- Reload sterilizer and sterilize instruments
- Fill with new ultrasonic solution
- Prepare operatories

Closing Procedures:

- Break down and disinfect all operatories
- Process all instruments and prepare for sterilization
- Sterilize instruments and perform Biological Monitor (when scheduled)
- Return all laboratory equipment to storage cabinet
- Restock all assistant carts and supplies
- Wipe down all counters and tables
- Drain and disinfect ultrasonic unit
- Turn off all equipment

In addition, students are responsible for performing light housekeeping duties in their assigned operatory (e.g., wiping up spills, dusting counters, wiping dental lights)

D. Infection Control Policy

Students receive infection control training – following OSHA and CDC guidelines, throughout the program. In order to protect the students, faculty, and patients of the *SJVC* Dental Clinic and minimize the transmission of infectious pathogens, the program has implemented the following standard precautions. Students are to practice standard precautions in the care of all patients, instrument processing, operatory cleanliness, and management of injuries, as set forth below:¹

Standard Precautions

1. Gloves are worn when:
 - Touching blood, body fluids, body substances, and mucous membranes and other potentially infectious materials (OPIM)
 - There are cuts, breaks, or openings in the skin
 - There is possible contact with urine, feces, dressings, vomitus, wound drainage, soiled linen, or soiled clothing
2. Hands are washed:
 - Prior to patient treatment and immediately after removing gloves (hand sanitizer may be used in lieu of hand washing before or after glove removal unless hands are visibly soiled)
 - After patient contact

- If contaminated with blood or body fluids (applies to other exposed body parts as well)
3. Masks, goggles, face shields, and gowns are worn when splattering, splashing, smearing, or soiling of or from blood or body fluids is anticipated.
 4. Needles, sharp instruments, and other sharp objects are handled carefully to avoid injuring the patient or yourself.
 5. Resuscitation devices are used when mouth-to-mouth resuscitation is indicated.
 6. Patient contact is avoided when there are open skin wounds or lesions on the hands. Situation should be discussed immediately with the supervising instructor.

Aseptic Protocols: Students are expected to practice aseptic protocols in the set-up and break-down of their operatories as described in the **Opening/Closing Procedures** provided above.

Aseptic protocols for specific radiology procedures (e.g. digital radiographic exposure, film exposure and dark room processing, film exposure and peripro dayloader processing) are outlined in the **Dental Assisting Skill Competencies Text**. Students are expected to adhere to these protocols while performing these procedures.

Biohazard Labeling: Bio hazardous materials (regulated waste, blood, or other potentially infectious material) are labeled and color coded as such.

¹ The Dental Assisting Program's standard precautions are based on the California Dental Board's Minimum Standards for Infection Control (16 CCR §1005).
[https://govt.westlaw.com/calregs/Document/I3F75D9A0B95D11E0A3CAA6663E6464AA?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Document/I3F75D9A0B95D11E0A3CAA6663E6464AA?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default))

E. Safety & Emergency Management

i. Radiographic Exposure

Ionizing radiation is used for taking and processing x-rays. In order to minimize both student and patient exposure, the program has adopted the **Policy for Use of Diagnostic Ionizing Radiation** (see **Appendix 4**). Students are responsible for familiarizing themselves with and complying with the policy.

ii. Management of Occupational Exposure to Blood and Body Fluids

In the event of an occupational exposure, students are to:

- Report all punctures, lacerations, and/or splashes immediately to the instructor or Program Director
- Follow appropriate first aid procedures as directed by the instructor or Program Director
- Within 24 hours of the incident, complete and submit an **Incident Report Form** – available in the dental clinic office, to the instructor, Program Director or the Campus' Administrative Assistant.
- Report to *SJVC's* Worker's Compensation healthcare facility for treatment. The Campus' Administrative Assistant will provide name and address.

iii. Dental Clinic Emergencies

In preparation for potential emergencies common to the dental practice, the Dental Clinic is equipped with:

- **Fire Extinguishers:** Fire extinguishers are mounted throughout the clinic.

Instructions for use differ and are posted on each extinguisher.

- **Emergency Eye Wash Stations:** An emergency eye wash station is available in the event of ocular exposures. Hold eyes open over nozzle and flush for a minimum of 20 minutes. Follow up with a physician.
- **First Aid Kits:** First aid kits are clearly labeled as such and are available for use to treat minor injuries.
- **Oxygen tank carts:** Are available in the clinic for non-breathing and breathing patients in need of supplemental oxygen. Instructions are available on each cart.

In addition, Automated External Defibrillators are available on-campus for use in the event of cardiac arrest.

Patient Emergencies: Appendix 5

provides the protocols to be used in the event of a medical emergency involving a clinical patient and outlines the specific responsibilities of both the supervising instructor and student clinicians.

Broken Instrument Tip/Swallowed

Objects: Notify the lead instructor immediately if a broken tip or other object is swallowed or lodged in a patient's airway.

iv. Campus Emergencies

In the event of a campus emergency (fire, earthquake, explosion, hazardous spill), students are to follow the emergency protocols outlined in the **Campus Safety Procedures Manual (2009)**. The manual may be accessed through: InfoZone>Information Center>SJVC Publications>Campus Safety Procedures.

III. LAB, PRE-CLINICAL, AND CLINICAL GRADING POLICIES

i. Competency-Based Clinical Evaluation

All laboratory, pre-clinical, and clinical courses use a competency-based evaluation system. Simply put, student performance is evaluated against pre-established standards for patient care as recognized by the dental community. Standards of care have been established for each procedure that a dental assistant or registered assistant is allowed to perform. The standards are established at the *introductory*, *development*, and *mastery level* of skill performance.

The ***Dental Assisting Competency Text*** outlines each procedure that students must master and the corresponding criteria for determining mastery. When a student consistently performs a procedure in a manner that meets entry-level performance standards, he/she is deemed "competent" in the procedure.

To graduate from the Dental Assisting program, students must be considered a "competent" entry-level dental assistant. Competency levels are designated by a numerical value between 1-10; 7 being the ***introductory level*** and progressing to 10 at the ***mastery level***. Once a student achieves competency in all areas, he/she will have met the "competency" requirement for graduation.

Please refer to course syllabi for more information on the competencies and stages of Psychomotor Skill Development.

ii. Clinical Grade Components

Students' laboratory, preclinical, and clinical competence is frequently assessed through the following mechanisms:

- **Standardized Exams:**
 - Instrumentation Practicum exams
 - Mock board exams
 - Comprehensive exit examsSpecific criteria for exams are outlined in each course syllabus.
 - **X-Rays:** Students are evaluated on their skill-level, technique, identification of pathology and anatomic landmarks, and ability to self-evaluate their work.
 - **Skill Requirements:** Students must successfully complete all skill requirements for each laboratory, preclinical and clinical course. Skill requirements for each course are identified in the course outline and syllabus.
 - **Performance Evaluations:** Students' performance on a particular procedure is formally observed by an instructor who gives detailed evaluation and feedback. Instructor assistance is not provided during performance evaluations. Specific criteria for each required performance evaluation and the number of errors allowed is published on the performance evaluation form. Refer to the course syllabus for the performance requirements for each laboratory, preclinical, and clinical course.
- #### iii. Student Responsibilities
- Establish a plan for completing all skill requirements and performance evaluations during the assigned course.
 - Thoroughly prepare for performance evaluations by completing the

appropriate forms and conferring with the supervising instructor concerning the evaluation requirements prior to attempting the procedure.

- Seek maximum help from instructors while learning a new procedure – ask questions and/or seek clarification on anything that is not entirely clear.
- Discuss any grade that is disputed or not understood with the course instructor.
- Keep accurate, up-to-date records of completed evaluations.
- Keep all scheduled meetings with the Program Director, Instructor, and/or Career Services Advisor.
- Make an appointment to speak with the Program Director or Instructor as soon as an issue or problem arises.
- Review the Performance Evaluation Forms and bring any remediation needs to the instructor's attention first, and then if additional questions or assistance is required, to the attention of the program director.
- Self-evaluate one's own work and ask an instructor to observe and provide additional coaching for problem areas.
- Be familiar with performance objectives, criteria, and any critical errors specified on the Performance Evaluation Forms for each clinical course.
- Be aware that certain aspects of care and treatment apply to all patients (e.g., asepsis, patient management, professionalism, patient education).

IV. EXTERNSHIP

Prior to graduation, students complete an externship at an extramural facility under the direct supervision of a dentist.

Prior to entry into this phase of the program, the *SJVC* Clinical Coordinator will work with students to identify and secure an externship site. Students are expected to keep all appointments with the Clinical Coordinator and comply with requests or directives related to preparations for the externship.

V. FINAL WORDS

We wish you the very best of luck as you begin your education and training in the Dental Assisting program. Please remember we are here to help; our success is defined by your success! Your prompt communication of any issues or needs that may arise during the course of the program will help us determine how best to assist you. Please review the **College Catalog** and **Student Handbook** to learn about the various support services provided by *SJVC*.



SECTION 5 – APPENDICES



APPENDIX 1: STANDARDS FOR PROFESSIONAL APPEARANCE

Dental Assisting

Professional appearance is a first step toward becoming a professional. The *SJVC Uniform Requirement* is designed to help you prepare for professional dress standards in your field and to help you look and feel like a professional in your vocation. When you wear the uniform every day, you demonstrate an understanding of the uniform requirement and the professional attitude necessary for success in the workplace. Upon enrolling at SJVC, you signed a Terms of Enrollment document which states that you agree to abide by the uniform standards of your program. Students who fail to follow the dress code face disciplinary action.

Only the following *approved* clothing items may be worn while on campus or during program-related activities.

Shirts

- Navy Blue scrub top: plain, pullover, unisex variety.
- **Mandatory:** coordinating print or patterned lab coat to be worn over the scrubs. Coat must have a round neck, long sleeves with elastic cuffs, and must fit so that it can be buttoned appropriately. Lab coat must be worn during lab classes or if you become cold during non-skills classes.
- If a student prefers, a non-thermal, long or short-sleeved crew or V neck shirt may be worn under the scrub top. Navy blue, black, or grey only.

Pants

- Navy Blue scrub pants: plain, unisex variety
- Pants must be worn at the natural waist and within a standard fit; must be hemmed appropriately and no sagging at the waist.

Shoes and Socks

- Black, leather nursing shoes with crepe or rubber sole
- No canvas or cloth tennis shoes, no open toed shoes
- Coordinating socks

General Appearance Items

- Students **must** wear their SJVC name badge **at all times when on campus.**
- Uniforms must be neat, clean, and in good repair. Uniforms must be worn at all times when on campus.
- The SJVC patch must be sewn onto the left sleeve of all uniform shirts and lab jackets. It shall be no more than two finger widths below the shoulder seam.
- Students shall appear well-groomed.
 - **Males:** Clean shaven is recommended. Neatly trimmed mustaches are permitted; mustaches must not extend beyond the corner of the mouth.

- **Females:** Hair must be worn up and secured neatly or be of a style that does not hang across the face or touch the collar.
- For safety reasons and per OSHA regulations and CDC recommendations, fingernail length must not extend ¼ inches beyond the fingertips.
 - No nail polish, artificial nails, or nail overlay of any kind (wraps, acrylics, etc.), is permitted.
- No Headwear while in the buildings on campus
- No visible facial piercings (except the ears), including tongue studs
 - If any other jewelry, it should be worn conservatively; examples: maximum one watch, one ring per hand or one wedding set, one neck jewelry not visible above the shirt collar.
 - One stud-earring allowed per ear.
- To maintain a professional appearance, body markings (i.e. hickeys, tattoos) must be covered while on campus, in class, at clinical and extern sites, or on field trips.
- Any attire or adornment that is deemed unprofessional (i.e. clothing that fits poorly or is in poor condition, etc.) will not be allowed.

APPENDIX 2: CLINICAL DUTIES

Equipment Utilization

Prior to any clinic/lab equipment use (Autoclave, Ultrasonic, AT2000, PeriPro III, etc.) refer to the manufacturers' instructions for proper daily, weekly, and monthly use and maintenance. READ THE LABELS.

Assistant Duties

Duties of Student Assistant:

1. Assist students with patients as needed, including but not limited to:
 - a. Dental charting
 - b. Sealant application
 - c. Evacuation
 - d. Operatory Preparation
 - e. Infection Control Procedures
2. Replenish each operatory with paper towels, cups, 2 X 2 gauze, etc. Fill soap dispensers. Stock each operatory with other items as needed.
3. At the end of the day, flush the evacuation system in each operatory with the appropriate solution.
4. Notify instructor of any needed supplies.

Sterilization Duties

Daily

1. Check water level in sterilizers, add distilled water as needed and 1 capful of rust inhibitor.
2. Autoclave any pending instruments from previous clinic.
3. Put away sterilized instruments.
4. Wipe all areas with intermediate disinfectant (according to manufacturer's instructions) as needed and keep sterilization area clean and organized. .
5. Prepare armamentarium for assigned procedures.
6. Store inventory supplies received.
7. Complete inventory assessment; identify supplies to reorder and verify with instructor.
8. Store trays in appropriate area after they have been allowed to air dry for 10 minutes.
9. Set up trays to include: Gauze (at least 4 2 X 2's), cotton tip applicator, saliva ejector, air/water syringe tip, barriers, patient bib, etc.

10. Empty all instruments from ultrasonic cleaner; drain and disinfect ultrasonic unit at the end of each class session.
11. Process and package all instruments for sterilization; run load. For remaining instrumentation, place instrument packs in basket for processing.
12. Turn off autoclave at the end of class session.
13. Dispose of bio hazardous waste appropriately.

As used instruments come in:

1. Don PPE and utility gloves.
2. Place instruments in ultrasonic. Run ultrasonic for preset time.
3. Dispose of disposables on tray.
4. Remove plastic barrier from tray. Drop onto island. If the tray has been contaminated, use disinfectant with paper towel to wipe down tray, set on clean side and allow drying for 10 minutes.
5. When ultrasonic is complete, remove basket, rinse with water in sink and place in specified area to drain (about 5 minutes).
6. Wearing latex gloves, wrap cassette in blue sterilization paper and tape. Group instruments and place in sterilization bags. Write student's ID number and date on tape or bag.
7. Place in basket to be processed.
 - a. Load sterilizer loosely with blue/clear portion of sterilization pouch facing down. Air must be able to circulate freely between cassettes and bags.
 - b. Room 103: Left side of sterilizer is contaminated (dirty), the right side is clean. Ensure all contaminated items are placed on the left of the sterilizer.
 - c. The clean side is on the RIGHT (see signage).
 - d. Do not touch clean side (left side of caution tape) with nitrile (utility) or with contaminated latex gloves
 - e. Follow manufacturer's directions for operation of sterilizing unit and processing of instruments.

Weekly

To be performed on Mondays or first clinic day of each week

1. **Clean and Refill the Sterilizers:**
 - a. Prior to turning the sterilizers on, drain the water reservoir completely.
 - b. Fill reservoir of sterilizer distilled water and appropriate sterilizer cleansing agent (according to manufacturer's instructions).
 - c. Run one 20-minute sterilizing cycle to remove all grease and grime from the system.
Do not sterilize instruments while cleaning the autoclave.
 - d. Drain cleaning solutions from reservoir and chamber. Rinse thoroughly with clean water.

- e. Add distilled water and run a rinse cycle for 15 minutes.
- f. Drain rinse solution and wipe inside of water reservoir out with paper towel. If scale or lime deposits remain on inside of chamber, wait until chamber is cool and then clean with plastic or nylon scouring pads and vinegar.
- g. Refill reservoir with distilled water and rust inhibitor to fill line.

2. Clean and Refill Ultrasonic Units:

- a. The ultrasonic solution is to be drained at the end of each class session and the tanks are to be wiped clean and disinfected.
- b. At the beginning of class session, assistants are to fill tank and add Maxitab.

READ THE LABEL!

3. Change Disinfectant Solutions:

- a. On Mondays, gather the disinfectant bottles from each operatory.
- b. Refill and return disinfectant bottles to appropriate operatories.

4. Run Biological Monitoring Test in Sterilizers:

- a. Each Wednesday, access biological monitoring strip for appropriate sterilizer.
- b. Follow instructions in binder; log the date and student ID number for the test performed.

Radiology Assistant

1. Check all rooms to be sure they are ready for patients. If they are not – clean, sanitize, and prepare them with barriers.
2. Both automatic processors must have the water and/or solutions replenished at the beginning of the clinic session and emptied at the end of each clinic session. These procedures will be performed or supervised by an instructor.
3. Turn on processors to allow it to warm up.

NOTE: Personal protective equipment gear must be worn during infection control and radiology processing procedures. Barriers should be placed on chair, x-ray head, dial, and the switch outside the room. After use, disinfect the lead apron.

DO NOT SPRAY DISINFECTANT DIRECTLY INTO ANY ELECTRICAL AREA OR X-RAY COMPONENT. If needed, saturate paper towel and disinfect the area.

4. Make BW's and FMX sets in down time.

5. Develop films following instructions below.
 - a. Quality Assurance Test: A Step Wedge film should be ran prior to processing each clinical radiographic set and compared to a master film. Any changes of two or more steps indicate solutions must be replenished or changed.
 - i. At the beginning of each class session, expose two Master step-wedge films; process one film per automatic processor; label and date; place on x-ray view box (near each processor).
 - ii. Prior to patient film exposure: expose one step-wedge film; then, expose patient films. Prior to processing patient films, process the patient step-wedge film. Compare this film's contrast and density to the Master step-wedge film processed at the beginning of class. Make necessary solution adjustments as needed before processing patient films.
6. PeriPro III:
 - a. Place cup with exposed film and a paper towel inside daylight loader.
 - b. Close lid and put on two pairs of non-powdered gloves.
 - c. Enter hands inside daylight loader, remove films from wrappers and drop films onto paper towel inside of daylight loader
 - d. Separate lead foil from rest of film package refuse.
 - e. Remove outer (contaminated) pair of gloves.
 - f. Place films to the developer rollers making certain films are spaced so as not to overlap.
 - g. Wait until the last film has completely entered the developer.
 - h. Remove gloves inside the daylight loader and take hands out of unit sleeve.
 - i. Put on new gloves, open lid, remove and dispose of trash. Place the lead foil in the proper receptacle.

A special holder must be used when developing # 0 (pedo) and # 1 (anterior) film. Only # 2 film can be developed as is.

The AT2000 does not require any special film holders; however, the same aseptic procedures apply.

7. With gloves on take equipment to sterilization for processing.
8. Mount films, placing any retakes in coin envelope. Deliver to appropriate student.
9. Don utility gloves, clean the rooms and place tube head in the proper position against the wall.
10. Prepare operatory for the next patient.
11. Keep the radiology area clean and organized.
12. At the end of clinic session:

- a. Make sure that all x-ray units are turned off and the x-ray heads are placed in the proper position against the wall.
- b. Put the processor on standby
- c. If the processor has been used, take roller assembly out, rinse and scrub rollers. Set on roller assembly on designated stand.
- d. Bag all used equipment and deliver to sterilization area.
- e. Put away all other supplies and leave the counters clean and disinfected.



APPENDIX 3: CLINICAL CHARTING ABBREVIATIONS

The following list of abbreviations will be used for purposes of clinical charting and recording services rendered.

Terminology	Abbreviation	Terminology	Abbreviation
Acidulated phosphate fluoride	APF	New patient	NP
Amalgam	Amal	New patient assessment	NPA
Amalgam polish	Amal pol	Next visit	NV
Anterior	Ant	Nitrous Oxide	N ₂ O - O ₂
Anterior superior alveolar	ASA	No adverse reactions	NAR
Bitewing	BW	None/no	∅
Bleeding on probing	BOP	Occlusal	O
Blood pressure	BP	Occlusion	Occ
Buccal	B	Oral hygiene instruction	OHI
Carpule	Carp	Panorex	Pano
Cartridge	Cart	Partial lower denture	PLD
Carbocaine	Carbo	Partial upper denture	PUD
Check	√	Patient	Pt
Composite	Comp	Periapical	PA
Coronal Polish	Pol	Periodontal Ligament	PDL
Decalcification	Decal	Periodontal Maintenance	Perio Main
Desensitization	DS	Periodontal Maintenance Procedure	PMP
Diagnosis	Dx	Plaque Control	PC
Distal	D or Dist	Polocaine	Polo
Epinephrine	Epi	Posterior	Post
Facial	F	Posterior superior alveolar	PSA
Fluoride	Fl	Post operative	PO
Full lower denture	FLD	Pre-medication	Pre-med
Full mouth	FM	Prescription	Rx
Full mouth series	FMX	Prophylaxis	Prophy
Full upper denture	FUD	Quadrant	Quad or Q

Greater Palatine	GP	Recall	RC
Health history	HHx	Recession	Rec
Heavy	Hvy	Recommend	Recomm
Home care	HC	Respiration	Resp
Hydrogen peroxide	H ₂ O ₂	Returning Patient Assessment	RPA
Incisal	I or Inc	Reviewed Health History	RHHx
Incomplete	IC	Root planing	RP
Inferior Alveolar	IA	Septocaine	Septo
Infiltration	Infil	Scale and root plane	SRP
Interproximal	IP	Supportive periodontal therapy	SPT
Intra/extraoral examination	I/E exam	Tidal Volume	TV
Levonordefrin	Levo	Toothache	TA
Lidocaine	Lido	Tooth brush	TB
Light	Lt	Tooth brushing instructions	TBI
Lingual	L or Ling	Treatment	Tx
Lower left	LL	Upper left	UL
Lower right	LR	Upper right	UR
Marcaine	Mar	Vasconstrictor	Vaso
Mesial	M or Mes	With	c or w/
Middle superior alveolar	MSA	Within normal limits	WNL
Moderate	Mod	Without	c/o or w/o
Nasopalatine	Naso	Xylocaine	Xylo
Neo-cobefrin	Neo		

APPENDIX 4 – POLICY FOR USE OF DIAGNOSTIC IONIZING RADIATION IN THE SJVC DENTAL ASSISTING CLINIC

OBJECTIVE: The overall objective of this policy is to establish and promote a consistent standard of use of ionizing radiation which will result in excellent quality radiographs with minimal patient exposure to radiation

Facilities:

All the radiographic facilities in the *SJVC* Dental Assisting clinic are in compliance with state and Federal regulations.

The radiology rooms allow for minimal radiation exposure to the patients, students, and operators. Radiographic equipment is calibrated on a regular basis as regulated by the State of California.

Operator qualifications:

- a) Operators must be at least 18 years of age and have passed a written safety exam.
- b) Exposures may only be made by SJVC DA students under the general supervision of the licensed dental faculty.
- c) Students will demonstrate competency on manikins prior to being allowed to expose radiographs on patients.
- d) Students who are pregnant may continue to expose radiographs while wearing a lead apron. Students can use their professional judgment on whether they would like to expose radiographs while pregnant, and must sign a consent form.
- e) All supervising clinical faculty must meet the state requirement in radiation safety.
- f) Deliberate exposure of an individual to dental diagnostic radiographic procedures for training or demonstration purposes shall not be permitted unless there is a documented diagnostic need for the exposure supplied by the patient's dentist of record or attending DDS.
- g) The operator or dental auxiliary shall not hold the image receptor in place for the patient during the exposure. The use of image receptor-holding devices, bite tabs, or other aids are appropriate to position the image receptor during exposure.
- h) The operator must stand six to eight feet behind the tube head and directly observe the patient during each exposure.

Retake Policy

- a) All films must be reviewed by clinical faculty prior to any retakes being made.
- b) Students are allowed to take no more than three individual retakes on a single FMX.

Exposure Policy:

- a) Elective radiographs will not be made on patients known to be pregnant.
- b) Lead aprons with thyroid collar will be used on all radiography patients in the **SJVC** dental assisting clinic as an additional precaution to prevent unnecessary scatter radiation exposure to the body of the patient.
- c) Only film with speed group rating of 'F' or digital sensors shall be used.
- d) Neither the tube housing, nor the cone (PID) should be hand held during the exposure. If equipment is non-stable, report the problem to a dental assisting instructor and go to another unit.
- e) When a cylindrically collimated x-ray machine is being used, the circular beam striking the face should not be more than 2.75 inches in diameter.
- f) Each dental x-ray machine should contain filtration of 1.5mm of aluminum equivalent if operation at less than 70 kilovolt peak (Kvp), and 2.5mm of aluminum equivalent if operation at 70Kvp or above.
- g) Periodic radiation protection surveys and inspections will be made by the radiation safety officer of the State of California. All recommendations by the radiation safety officer concerning collimation, filtration, beam alignment, roentgen output, radiation leakage, etc., will be implemented immediately.
- h) The Guidelines for Prescribing Dental Radiographs as developed by the American Dental Association and the U.S. Food and Drug Administration are used as selection criteria for prescribing radiographs along with the following stipulations:
 - 1) No radiograph will be taken of a patient at **SJVC** Dental Assisting Program unless prescribed by a dentist.

Quality Assurance Program:

This program is designed to produce radiographs of consistently high quality with minimal patient exposure.

- a) Projection Technique
 - i. Before dental assisting students take an FMX on a patient, they have had didactic instruction in dental radiography and laboratory instruction in taking FMX on manikins.
 - ii. There will be direct faculty supervision of all students during their first FMX of a patient.
 - iii. All radiographs are reviewed for errors by department faculty as soon as possible, after they are taken and processed. Students who must retake films will be directly supervised and instructed by a dental assisting instructor. Retakes will be limited to three films per patient.
 - iv. The amount and type of radiographs taken for each patient are recorded on the FMX Evaluation Form.
- b) Infraction Policy

- i. A noted safety infraction requires an immediate corrective action from the instructor. Safety infractions also carry point penalties which may result in skill failure. Refer to the DA Skill Competency Text and FMX Evaluation Form to properly document infractions.
- c) All film is stored in a cool, locked cabinet, located in the clinic and films used according to age sequence. The faculty member dispenses film when needed in each clinic session. For full mouth series 18 films are dispensed. Students are then required to contact their clinical instructor if in need of additional films for retakes. Retakes are to be taken under the supervision of the dental assisting instructor.
- d) Out-dated film shall not be used for patient exposures.
- b) Dental Assisting faculty members ensure that the **SJVC** x-ray procedures are in compliance with regulations of the State of California Department of Health.

APPENDIX 5 – PATIENT EMERGENCY PROTOCOLS

Protocol for Medical Emergencies in Dental Assisting (Also see “SJVC Campus Safety Procedures Manual” available via InfoZone>Information Center)

Program Director – Instructor/DDS

1. Evaluate patient’s condition
2. Position patient
3. Establish airway
4. Direct emergency proceedings
5. Assist patient with medications when indicated
6. Initiate CPR
7. Complete post emergency paperwork

Student Clinician (student treating patient at time of emergency)

1. Inform DDS/instructor of patient history, important relevant conditions, medications, anesthesia administered, blood pressure, pulse/time recorded
2. Loosen tight clothing - continue to reassure patient
3. Administer O₂
4. Maintain airway
5. Assist with CPR
6. Complete final entry on emergency record-give to Bystander # 2 for copy to EMS
7. Complete post emergency paperwork

Student/Bystander # 1

1. Alert DDS/instructor
2. Obtain O₂ and emergency kit
3. Prepare medication from emergency kit as directed by supervising dentist/Program Director
4. Assist student clinician with monitoring vital signs
5. Provide copy to EMS
6. Complete post emergency paperwork

Student/Instructor/Bystander # 2

1. Call for medical aid as needed (911)
2. Be available for anything requested from those administering the treatment.

APPENDIX 6: AGREEMENT TO ABIDE BY PROGRAM POLICIES

This is to certify that I, the undersigned, have read and completely understand all policies described in the Dental Assisting Program Policy & Procedures Manual. In signing this document, I agree to abide by the policies and procedures listed and described in the manual. I understand that failure to adhere to the program policies and procedures can result in disciplinary actions and/or involuntary termination from the Dental Assisting Program.

I understand that the program undergoes continuous review and self-evaluation. In an effort to improve student outcomes, it may be necessary to periodically modify the curriculum. In addition, policies and/or procedures may be revised or added during the training period. I agree to adhere to these changes as implemented and communicated by the Program Director.

STUDENT NAME (PRINT)

STUDENT SIGNATURE

DATE

WITNESS

DATE