



SIMTICS Dental Assisting Module Outlines

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Disinfection, Sterilization & Bloodborne Pathogens Part 1: Disease Transmission, Disinfection & Routine Procedures

Description

This module is part of a 2-volume set. Part 1 provides knowledge to the dental assistant who is at risk of exposure to a wide variety of diseases through patients who are treated in the dental office. The dental equipment and treatment room surfaces are often exposed to blood and saliva, and therefore are at risk for becoming contaminated. If proper infection control is not in place, infections can easily be transmitted through the office from the blood or saliva of the patients being treated, as well as the surfaces that are touched. Therefore, infection control and proper disinfection and sterilization procedures must be followed to minimize the risk of disease transmission and provide safety to the dental care workers and the patients they treat.

Learning Objectives

- Describe the purpose and limitations of disinfection.
- Describe the methods of disease transmission.
- Describe the importance of proper hand hygiene.
- Describe personal protective equipment (PPE) and barrier techniques.
- Describe pre-procedure considerations for disinfection.
- Describe and demonstrate the preparation for disinfecting.
- Describe and demonstrate disinfection.
- Describe pre- and post-treatment infection control.
- Know the correct post-procedure considerations following disinfection.
- Define and demonstrate correct recording and reporting procedures.
- Define and use related medical terminology.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Understand the impact of the State Dental Practice Acts.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 2 - Hand Hygiene, Personal Protective Equipment, and Barrier Techniques

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- Step 3 - Disinfection Methods
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 - Step 5.5 - Maintenance of dental waterline
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 - Step 5.7 - End-of-day procedures

Disinfection, Sterilization & Bloodborne Pathogens Part 2: Sterilization

Description

This module is part of a 2-volume set. Part 2 provides knowledge to the dental assistant who is at risk of exposure to a wide variety of diseases through patients who are treated in the dental office. The dental equipment and treatment room surfaces are often exposed to blood and saliva, and therefore are at risk for becoming contaminated. If proper infection control is not in place, infections can easily be transmitted through the office from the blood or saliva of the patients being treated, as well as the surfaces that are touched. Therefore, infection control and proper disinfection and sterilization procedures must be followed to minimize the risk of disease transmission and provide safety to the dental care workers and patients they treat.

Learning Objectives

- Describe pre-procedure considerations for sterilization.
- Describe and demonstrate the preparation for sterilizing, and protecting against bloodborne pathogens.
- Describe methods of sterilization.
- Describe and demonstrate sterilization procedures.
- Know the correct post-procedure considerations following sterilization.
- Define and demonstrate correct recording and reporting procedures.
- Define and use related medical terminology.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Understand the impact of the State Dental Practice Acts.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 1.1 - Autoclave sterilization

Step 1.2 - Flash sterilization

Step 1.3 - Dry-heat sterilization

Step 1.4 - Chemical vapor sterilization

Step 1.5 - Cold sterilization

Step 2 - Preparation for sterilizing instruments

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Step 2.2 - Pre-cleaning instruments

Step 2.3 - Packaging instruments

Step 3 - Sterilizing process

Step 3.1 - Autoclave sterilization process

Step 3.2 - Flash sterilization process

- Step 3.3 - Dry-heat sterilization process
- Step 3.4 - Chemical vapor sterilization process
- Step 3.5 - Cold sterilization process
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 - Step 4.2 - Physical monitoring
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 - Step 4.4 - Sterilization failure

Assist with Anesthetic Delivery

Description

The use of anesthesia has become an important part of dental practice and has been fundamental in offering oral healthcare to individuals who may have otherwise been left untreated. This module discusses a variety of pain and anxiety control procedures that are available for use in dentistry. The most commonly used method of pain control is local anesthetic agents, which have been essential in decreasing pain and discomfort during dental treatment. Local anesthetics help manage pain by injecting an anesthetic solution near the nerve where dental treatment is to take place. This module explains the dental assistant's role in knowing and understanding the various anesthetic solutions and techniques used when administering local anesthesia. The dental assistant will also understand how to properly prepare, safely transfer, and care for the aspirating syringe and other items needed for the procedure.

Learning Objectives

- List and describe the most common methods of anesthesia in dental practice.
- Describe pre-procedure considerations for anesthetic delivery.
- Describe and demonstrate the preparation for anesthetic delivery.
- Explain the technique for preparing anesthetic for delivery.
- Demonstrate the role of the dental assistant in delivery of anesthetic in the dental practice.
- Understand the common clinical scenarios where anesthetic is utilized.
- Explain the post-procedure process for anesthetic delivery.
- Know the correct post-procedure considerations.
- Define and demonstrate correct recording and reporting procedures.
- Define and use related medical terminology.
- Understand the impact of the state Dental Practice Act.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 1 - Preparation

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Step 1.2 - Patient preparation

Step 1.3 - Setup of topical anesthetic

Step 2 - Procedure

Step 2.1 - Apply topical anesthetic

Step 2.2 - Prepare aspirating syringe

Step 2.3 - Deliver aspirating syringe

Step 3 - Post-Operative Instructions

Step 3.1 - Post-operative care

Step 3.2 - Patient recovery

Step 4 - Complete the Procedure

- Step 4.1 - Discard materials
- Step 4.2 - Complete the documentation
- Step 4.3 - Disinfect equipment and work area
- Step 4.4 - Remove your gloves and wash your hands

Assist with Minor Oral Surgery

Description

This module provides knowledge in minor oral surgery during dental treatment. Minor oral surgery refers to procedures which can be performed by general dentists under light anesthesia and typically within 30 minutes or less. These procedures often pertain to the extraction of broken or impacted teeth.

The dental assistant plays a crucial role in aiding the dentist to ensure a safe and successful procedure. This includes preparing necessary materials, ensuring all equipment is properly functioning, efficiently handing off to the dentist the needed tools to complete the procedure and ensuring the patient's comfort through the procedure.

Learning Objectives

- Describe the pre-procedure considerations for minor oral surgery.
- Describe and demonstrate the preparation for minor oral surgery.
- Understand minor surgical tray set-up and recognize common instruments included.
- Demonstrate the Dental Assistant's role during minor surgical procedures.
- Explain the post-procedure process for minor surgical procedures.
- Describe correct post-procedure considerations.
- Describe correct recording and reporting procedures.
- Define and correctly use related medical terminology.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Minor oral surgery procedure

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Step 2.2 - Minor surgical procedure for extraction of impacted tooth

Step 3 - Post-operative care

Step 3.1 - Post-procedure care

Step 3.2 - Patient recovery

Step 4 - Complete the procedure

Step 4.1 - Discard materials

Step 4.2 - Complete the documentation

Step 4.3 - Disinfect equipment and work area

Step 4.4 - Remove your gloves and wash your hands

Assist with Routine Patient Exam

Description

This course explains the dental assistant's role during a patient exam, including an understanding of basic charting needs, advanced preparation by obtaining and reviewing the patient's records, having knowledge of the upcoming procedure and ensuring all supplies and equipment are ready for use.

Learning Objectives

- Describe pre-procedure considerations for a routine patient exam.
- Describe and demonstrate the preparation for a routine patient exam.
- Describe and demonstrate proper tray setup.
- Describe and demonstrate the correct procedures for collecting a patient's medical and dental history.
- Describe and demonstrate the proper charting of a patient's records.
- Explain the basic principles of four-handed dentistry.
- Describe and demonstrate the correct procedures for periodontal charting.
- Identify and demonstrate the use of radiographs.
- Describe the correct post-procedure considerations.
- Define and demonstrate the correct recording and reporting procedures.
- Define and correctly use related medical terminology.
- Describe clinical safety according to OSHA guidelines.
- Understand the impact of the state Dental Practice Act.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 1.4 - Radiographs

Step 1.5 - Electronic dental records

Step 1.6 - Paper dental records

Step 2 - Assist with Patient Exam

Step 2.1 - Instrument transfer to the dentist

Step 3 - Dental Charting

Step 3.1 - Charting

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Step 4 - Pediatric Exam

Step 4.1 - Pediatric Dentistry

Step 4.2 - Pediatric Patient Preparation

Step 4.3 - Pediatric Exam and Charting Procedures

Step 4.4 - Treating a Fearful Pediatric Patient

Step 5 - Complete the procedure

Step 5.1 - Dismiss the patient and complete documentation

Step 5.2 - Discard materials

Step 5.3 - Disinfect equipment and treatment area

Assist with Amalgam Restoration

Description

This module provides knowledge in amalgam restoration. Amalgam restoration refers to the application of mercury-based compounds for the treatment of decayed teeth. These fillers may also include tin, copper, and silver, and are often dentists' material of choice for use in posterior (back) teeth, because of their ability to better withstand the greater pressures exerted on the back teeth when chewing.

There are three principal stages in the amalgam restoration process, each of which is covered in detail in this module. This includes the trituration and transfer of the amalgam after the tooth has been prepared, tooth carving and tooth contouring and burnishing.

Learning Objectives

- Describe the pre-procedure considerations for amalgam restoration.
- Describe and demonstrate the preparation for amalgam restoration.
- Explain the technique for amalgam restoration and demonstrate the Dental Assistant's role in the process.
- Explain the composition, use, and delivery of the materials used for amalgam restoration:
 - tooth prep
 - trituration
 - amalgam load
- Demonstrate the dental assistant's role in the Contour and Burnish process:
 - tooth carving
 - checking for occlusion
- Explain the post-procedure process for amalgam restoration.
- Describe correct post-procedure considerations.
- Describe correct recording and reporting procedures.
- Define and correctly use related medical terminology.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patients' Bill of Rights.

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Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Procedure

- Step 2.1 - Preparing the tooth
- Step 2.2 - Mix and transfer the amalgam
- Step 2.3 - Tooth carving
- Step 2.4 - Tooth contour and burnish
- Step 3 - Post-procedure care
 - Step 3.1 - Post-procedure care
 - Step 3.2 - Patient recovery
- Step 4 - Complete the procedure
 - Step 4.1 - Discard materials
 - Step 4.2 - Complete the documentation
 - Step 4.3 - Disinfect equipment and work area
 - Step 4.4 - Remove your gloves and wash your hands

Assist with Composite Restoration

Description

This module provides knowledge in composite restoration. Composite restoration refers to the application of composite resins for the treatment of decayed teeth. The procedure enhances the cosmetic appearance of the teeth, helps to restore tooth anatomy and functionality, and helps to prevent the complications associated with dental caries (cavities), including tooth and bone loss and infection.

There are three principal stages in the restoration process, each of which is covered in detail in this module. This includes acid etching the enamel after the tooth has been prepared, placing the bonding agent and placing the composite resin.

Learning Objectives

- Describe the pre-procedure considerations for composite restoration.
- Describe and demonstrate the preparation for composite restoration.
- Explain the technique for composite restoration and demonstrate the dental assistant's role in the process.
- Explain the composition, use, and delivery of the materials used for composite restoration:
 - acid etch
 - bonding agent
 - composite resin
- Demonstrate the dental assistant's role in the contour and polish process, and in checking for occlusion.
- Explain the post-procedure process for composite restoration.
- Describe correct post-procedure considerations.
- Describe correct recording and reporting procedures.
- Define and correctly use related medical terminology.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Composite Procedure

Step 2.1 - Shade Matching

- Step 2.2 - Preparing the Tooth
- Step 2.3 - Acid etch delivery
- Step 2.4 - Bonding agent delivery
- Step 2.5 - Composite resin delivery
- Step 2.6 - Contour and Polish the Restoration
- Step 3 - Complete the procedure
 - Step 3.1 - Administer patient rinse
 - Step 3.2 - Patient dismissal
 - Step 3.3 - Final chart and notes

Dental Charting

Description

This module provides knowledge about dental charting procedures.

Learning Objectives

- Explain the purpose of dental charting.
- Detail the differences in tooth diagrams, including anatomical and geometric charting using the Universal/National Numbering System.
- Choose the appropriate surfaces and classifications for existing and planned restorations.
- Choose the appropriate surfaces and classifications for existing conditions.
- Apply the techniques of dental charting, including appropriate color coding.
- Apply the steps in periodontal charting.
- Describe clinical safety precautions concerning dental impressions according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patients' Bill of Rights.

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Introduction

Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Dental charting

Step 2.1 - Explain procedure to patient

Step 2.2 - Prepare the dental chart

Step 2.3 - Record the findings on the dental chart

Step 2.4 - Complete procedure

Step 3 - Periodontal charting

Step 3.1 - Explain the procedure to the patient

Step 3.2 - Record measurements

Step 3.3 - Complete the procedure

Dental Radiology I: Paralleling Technique

Description

This module is part of a 2-volume set. Part 1 explains the dental assistant's role in dental radiography procedures; including bitewing and periapical full mouth series radiographs, utilizing the paralleling technique. The paralleling technique is the most commonly used technique for exposing periapical and bitewing radiographs because it creates the most accurate representation of a tooth image. It refers to the receptor being positioned parallel to the full length (long axis) of the tooth being radiographed. The central x-ray beam is then aligned perpendicular to the tooth being radiographed. Film holding devices, such as the XCP (extension-cone paralleling) device are explained in this module, along with the 5 basic rules for performing the paralleling technique.

Learning Objectives

- Describe pre-procedure considerations for dental radiography procedures utilizing the paralleling technique.
- Describe and demonstrate the preparation for dental radiography procedures utilizing the paralleling technique.
- Understand radiation safety protocols for dental radiography procedures.
- Demonstrate the correct placement and exposure of bitewing radiographs utilizing beam alignment devices for both films and digital sensors.
- Demonstrate the correct placement and exposure of a full mouth series of radiographs utilizing the paralleling technique with beam alignment devices for both films and digital sensors.
- Understand the correct procedures for processing film.
- Understand concepts of mounting radiographs.
- Know the correct post-procedure considerations.
- Define and demonstrate correct recording and reporting procedures.
- Define and use related medical terminology.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Understand the impact of the state Dental Practice Act.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Introduction

Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Bitewing radiograph procedure

Step 2.1 - Film placement and exposure

Step 2.2 - End of procedure

Step 3 - Full-mouth radiograph procedure

- Step 3.1 - Film placement and exposure
- Step 4 - Complete the procedure
 - Step 4.1 - Post-procedure steps
 - Step 4.2 - Film processing
 - Step 4.2.1 - Darkroom procedures
 - Step 4.2.2 - Automatic processing
 - Step 4.2.3 - Manual processing
 - Step 4.3 - Radiograph mounting

Dental Radiology 2: Bisecting Technique

Description

This module is part of a 2-volume set. Part 2 explains the dental assistant's role in dental radiography procedures, including bitewing and full mouth radiographs utilizing the bisection of the angle technique (bisecting technique). The bisecting technique refers to the placement of the film and the location of the x-ray head in relation to the bisecting angle which is half way between the angle of the x-ray film or sensor and the long axis of the tooth. Film holding devices, such as the XCP (extension-cone paralleling) device are explained in this module, along with the 5 basic rules for performing the bisecting technique.

Learning Objectives

- Describe pre-procedure considerations for dental radiography procedures utilizing the bisecting technique.
- Describe and demonstrate the preparation for dental radiography procedures utilizing the bisecting technique.
- Understand radiation safety protocols for dental radiography procedures.
- Demonstrate the correct placement and exposure of bite wing radiographs utilizing bite tabs and digital sensors.
- Understand how to mount bitewing radiographs.
- Demonstrate the correct placement and exposure of a full mouth series of radiographs utilizing bisecting technique with bite blocks and digital sensors.
- Understand the correct procedures for processing film.
- Understand concepts of mounting radiographs.
- Know the correct post-procedure considerations.
- Define and demonstrate correct recording and reporting procedures.
- Define and use related medical terminology.
- Describe clinical safety per Occupational Safety and Health Administration (OSHA) guidelines.
- Understand the impact of the state Dental Practice Act.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patient's Bill of Rights.

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Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Procedure for bitewing radiographs using bite tabs

Step 2.1 - Film placement and exposure

Step 2.2 - End of procedure

Step 3 - Full-mouth radiograph procedure using the bisecting technique

Step 3.1 - Film placement and exposure

Step 4 - Complete the procedure

Step 4.1 - Post-procedure steps

- Step 4.2 - Film processing
 - Step 4.2.1 - Darkroom procedures
 - Step 4.2.2 - Automatic processing
 - Step 4.2.3 - Manual processing
- Step 4.3 - Radiograph mounting

Assist with Crown and Bridge Procedure

Description

This module explains the dental assistant's role in understanding and performing a crown and bridge procedure.

Learning Objectives

- Identify pre-procedural considerations for crown and bridge preparation.
- Distinguish between indications for fixed prosthesis.
- Identify fixed bridge components.
- Differentiate between procedural steps for crown and bridge preparation in a simulated setting.
- Justify the rationale for need of post and core build-up in the preparation.
- Review at-home care instructions to patient for the fixed prosthesis.
- Formulate the steps in placing gingival retraction cord in a simulated setting.
- Describe clinical safety according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patients' Bill of Rights.

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Introduction

Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Procedure

Step 2.1 - Preliminary impression

Step 2.2 - Preparing the tooth

Step 2.2.1 - Placing gingival retraction cord

Step 2.3 - Final impression

Step 2.3.1 - Forms of materials

Step 2.3.2 - Ready impression materials

Step 2.3.3 - CAD impressing

Step 2.3.4 - Evaluate final impression

Step 2.3.5 - Disinfecting impressions

Step 2.3.6 - Occlusal registration

Step 2.4 - Provisional coverage

Step 2.4.1 - Categories of provisional coverage

Step 2.4.2 - Cementation of provisional coverage

Step 2.4.3 - Homecare instructions

Step 3 - Complete the procedure

Step 3.1 - Complete the documentation

Step 3.2 - Dismiss the patient

Step 3.3 - Discard materials

Step 3.4 - Disinfect equipment and treatment area

Assist with Root Canal Therapy

Description

This module explains the dental assistant's role in how to prepare for and assist in a root canal therapy procedure.

Learning Objectives

- Apply the steps of assisting in electric pulp vitality testing.
- Apply a dental dam prior to root canal therapy in a simulated exercise.
- List the instruments and supplies needed to place a dental dam prior to root canal therapy.
- Identify which armamentarium (instruments, burs, files, etc.) to use in root canal therapy.
- List materials and medicaments used in root canal therapy.
- Apply the steps in an anterior root canal in a simulated exercise.
- Apply the steps in a posterior root canal in a simulated exercise.
- Describe clinical safety precautions concerning dental impressions according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patients' Bill of Rights.

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Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Electric pulp vitality testing

Step 2.1 - Explain procedure to patient

Step 2.2 - Identify control tooth to be compared to suspect tooth

Step 2.3 - Pulp testing

Step 2.4 - Complete procedure

Step 3 - Root canal therapy for anterior and posterior teeth

Step 3.1 - Explain procedure to patient

Step 3.2 - Placing dental dam

Step 3.3 - Performing root canal therapy

Step 4 - Complete the procedure

Step 4.1 - Dismiss the patient

Step 4.2 - Discard materials

Step 4.3 - Disinfect equipment and treatment area

Step 4.4 - Complete the documentation

Dental Impressions

Description

This module provides knowledge on how to prepare for and take dental impressions.

Learning Objectives

- Describe pre-procedure considerations for dental impressions with alginate.
- Distinguish among types of impression trays and their different uses.
- Apply the standards for the preparation of materials for alginate dental impressions and digital impressions.
- Demonstrate proper mixing technique of dental alginate.
- Differentiate between a proper consistency mix of alginate and an improper mix.
- Practice the proper technique in taking of both maxillary and mandibular alginate impressions in a simulated setting.
- Apply proper techniques for digital impressions.
- Differentiate between a good and a poor dental impression.
- Describe clinical safety precautions concerning dental impressions according to Occupational Safety and Health Administration (OSHA) guidelines.
- Describe the purpose of the state Dental Practice Act and its relevance for dental assistants.
- Explain the Patient Privacy Rule (HIPAA), Patient Safety Act, and Patients' Bill of Rights.

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Introduction

Step 1 - Preparation

Step 1.1 - Equipment preparation

Step 1.2 - Dental assistant preparation

Step 1.3 - Patient preparation

Step 2 - Procedure

Step 2.1 - Explain procedure to patient

Step 2.2 - Selection of trays

Step 2.3 - Mixing alginate

Step 2.4 - Taking mandibular impression

Step 2.4.1 - Loading mandibular tray

Step 2.4.2 - Seating mandibular tray

Step 2.4.3 - Removal of mandibular tray

Step 2.5 - Taking maxillary impression

Step 2.5.1 - Loading maxillary tray

Step 2.5.2 - Removal of maxillary tray

Step 2.6 - Evaluating impressions

Step 2.7 - Disinfecting impressions

- Step 2.8 - Digital impressions
- Step 3 - Complete the procedure
 - Step 3.1 - Dismiss the patient
 - Step 3.2 - Discard materials
 - Step 3.3 - Disinfect equipment and treatment area
 - Step 3.4 - Complete the documentation

DA Professional Skills – Communication

Description

This module provides knowledge on how to communicate professionally as a dental assistant.

Learning Objectives

- Identify how to communicate with patients in the front office.
- Identify how to communicate with patients in the dental operatory.
- Apply professional communication techniques while speaking to patients on the telephone.
- Develop an effective communication style, including appropriate body language.
- Communicate in written form.
- Restate patient communications to demonstrate understanding.
- Apply listening skills in a role-play or simulation exercise.
- Analyze own communication skills for areas of improvement.
- Relate to co-workers using effective communication skills.
- Demonstrate effective communication with a dentist.

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Step 1 - Nonverbal communication

Step 1.1 - Nonverbal communication with patients

Step 1.2 - Nonverbal communication with dentists

Step 1.3 - Nonverbal communication with co-workers

Step 1.4 - Nonverbal communication with non-patients

Step 2 - Verbal communication

Step 2.1 - Verbal communication with patients

Step 2.2 - Verbal communication with dentists

Step 2.3 - Verbal communication with co-workers

Step 2.4 - Verbal communication with non-patients

Step 3 - Listening

Step 3.1 - Listening to patients

Step 3.2 - Listening to dentists

Step 3.3 - Listening to co-workers

Step 3.4 - Listening to non-patients

Step 4 - Written communication

Step 4.1 - Written communication with patients

Step 4.2 - Written communication with dentists

Step 4.3 - Written communication with co-workers

Step 5 - Improving your communication style

Step 5.1 - Improving written communication

Step 5.2 - Best practices for communicating with patients

Step 5.3 - Charting and communicating with other professionals

Step 6 - Confirming listener understanding

Step 6.1 - Giving instructions to patients

Step 6.2 - Communication from dentists or other team members

DA Professional Skills – Dental Ethics and Legal Considerations

Description

This module provides knowledge on how to practice professional ethics as a dental assistant.

Learning Objectives

- Determine actions that are within your scope of practice to actively participate in delivery of a quality dental care experience.
- Differentiate between legal, ethical, and moral issues affecting dental care.
- Recognize the impact personal morals have on the delivery of ethical dental care.
- Demonstrate keeping patient information private and confidential, as required by law.
- Honor dignity of patients and co-workers through treatment of the person as a whole.
- Demonstrate acceptance of differences in patients and co-workers through just treatment of all.
- Advocate for growth in professional skills by providing health and well-being services to the community and by joining professional associations.
- Apply ethical principles and appropriate steps for solving an ethical dilemma.
- Describe basic laws that pertain to dentistry, including the role of state practice acts, to determine and guide the dental assistant's roles and responsibilities in the presence or absence of the dentist.

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Step 1 - Ethics

Step 1.1 - Code of ethics

Step 1.2 - Morals, ethics, and laws

Step 2 - Integrity

Step 3 - Confidentiality

Step 4 - Respect

Step 4.1 - Treating the whole person

Step 4.2 - Creating a safe and comfortable environment

Step 4.3 - Treating co-workers with dignity

Step 5 - Ethical decision-making

Step 5.1 - Beneficence

Step 5.2 - Non-maleficence

Step 5.3 - Autonomy

Step 5.4 - Justice

Step 5.5 - Veracity

Step 6 - Values

Step 7 - Professional behavior

Step 8 - Laws affecting the dental office

Step 8.1 - Scope-of-practice laws

DA Professional Skills – Teamwork

Description

This module provides knowledge on how to work well with a team as a dental assistant.

Learning Objectives

- Recognize how to work with others in a respectful way.
- Express what it means to be committed.
- Determine what duties are assigned to whom.
- Identify the hierarchy of the office and its team members.
- Demonstrate what it means to contribute to the team.
- Apply conflict resolution tactics.

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Step 1 - What does teamwork look like for a dental assistant?

Step 1.1 - Respecting yourself

Step 1.2 - Disagreeing with co-workers

Step 1.3 - Commitment

Step 2 - Knowing the roles in the office

Step 2.1 - Creating a working system

Step 2.2 - Working together

Step 3 - Understanding hierarchy

Step 3.1 - Getting support

Step 4 - Learning to be a contributor

Step 5 - Applying conflict resolution tactics

Step 5.1 - Settling disputes

DA Professional Skills – Time Management

Description

This module provides knowledge on how to practice effective time management skills as a dental assistant.

Learning Objectives

- Demonstrate the importance of time management.
- Demonstrate tools and techniques of time management.
- Assess own time management abilities.
- Implement processes for improving efficiency.
- Prepare for the workday, recognizing and developing habits that provide best practices.
- Manage the workday according to a plan.
- Predict how to best support dentists.
- Predict how to best support patients.
- Define when to delegate tasks and ask for help.
- Select what tasks can be multitasked.

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Comprehensive Review Modules

These modules contain collections of simulation scenarios and quiz questions from related modules, and are designed for students to review what they have learned from the other modules listed in this document.

There are 5 of these comprehensive review modules:

1. Comprehensive Review: Disinfection, Sterilization & Bloodborne Pathogens
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 - Quiz questions selected from **all** DA modules