

## MISSION OF MERCY

### DENTAL ASSISTANT PROTOCOL

Our goal is to assist with patient care in a professional, efficient, caring and safe manner.  
Patient comfort and safety shall be a priority.

ARRIVE EARLY!!!

#### Set up for treatment

1. Instruments and handpieces are in Sterilization.
2. Disposable supplies, dental materials and dental burs are in Central Supply. Most dental materials are located in the tubs on the tables near your work station.
3. Only retrieve items that you need for your current patient. If you hoard or stock pile items, others may have to delay patient treatment or do without.
4. The patient will be anesthetized before arriving at your chair, except for the first patient of the day.
5. Anesthetic supplies should be obtained only when necessary.

Specialty departments may have their own area set up with instruments and supplies specific to their procedures — Pediatrics, Oral Surgery, Endodontics, Anesthesia and Hygiene.

#### Treatment

1. Patients are not allowed to walk around unattended on the clinic floor. Use your station cards for moving patients or for problems. Call for a Patient Ambassador if your patient needs to use the bathroom.
  - a. **Green** – bring me a patient
  - b. **Red** – take the patient to Exit Interview
  - c. **Yellow** – need translator
  - d. **Orange** – need dental technician
  - e. **Purple** – requesting a Nomad X-ray
  - f. White w/ red cross – EMT needed
2. There will be no food or beverages, except bottled water on the clinic floor.
3. Volunteers working as a dental assistant must have had their Hepatitis B vaccination and bring along their safety glasses.

4. Do not ask/allow patient to close their mouth around the suction tip for sanitary reasons. Point the suction tip up before shutting it off to eliminate draw-back from the hose.
5. Amalgamators and curing lights are shared by several treatment chairs. Please communicate with the other assistants to avoid conflicts or delays in treatment. Take time to wipe the amalgamator/light with disinfecting wipes IMMEDIATELY after use so they are safe for others to use.
6. Interpreters are available. Alert the department head when a translator is needed.

### Post Treatment

1. Give each patient the appropriate written post-operative instruction sheet(s). If you run out, please notify the department head or Dental Assistant Lead.
2. Only **BLUE** ink pens should be used on patient charts — NO **BLACK INK**.
3. Please PRINT on patient charts — DO NOT USE ABBREVIATIONS. The dentist will indicate treatment rendered, print their name and chair number.
4. When the patient's treatment is completed hold up the **Red** card and a Patient Ambassador will walk the patient to the Record Verifier.
5. Remove all sharps from the instruments and place them in the Sharps container.
6. Place blood and saliva soaked items in the Red Medical Waste bag.
7. Place amalgam capsules and amalgam scrap in the Amalgam Waste containers.
8. Place extracted teeth in the tooth tub.
9. Volunteers delivering instruments to and picking instruments up from sterilization will wear gloves.
10. Sterilized instruments taken to a clinic area to be temporarily stored before use will be covered.
11. All other waste goes into the regular trash. DO NOT PUT THIS WASTE IN THE SHARPS CONTAINER NOR THE RED MEDICAL WASTE BAGS.
12. Place all instruments in the instrument transport tub before taking them to sterilization. Do not walk on the clinic floor with contaminated instruments in your hands.
13. All dirty instrument bins will be located on the dirty table at the end of each row along with the sharps container, DRNA buckets and HVAC cleaner.

14. You or your dentist are responsible for making sure that your personal instruments are identified as yours when they go through sterilization. To ensure this, drop your instruments off at the side of the table marked “Dirty Personal Instruments” and have your name written on the sterilization pouch(es) and leave the pouch(es) on the tray with the instruments. You will pick them up from at the “Clean Personal Instruments” station.
15. If you are using AMOM instruments, be sure to take them to the “Dirty AMOM Instruments” side of sterilization.
16. Broken AMOM instruments should be returned to sterilization, do NOT throw them away.
17. Clinic Support will clean and disinfect your workstation between patients.
18. Pick-up sterile instruments and handpieces at Sterilization and dental supplies at Central Supply. Be sure to check the tubs on your table — they contain much of the dental materials you will need.
19. Hold up the **Green** card and a Patient Ambassador will bring you a new patient.
20. Patient escorts will take the patient to a Record Verifier then the Exit Interview area when treatment is complete. The escort will take the file with the patient chart, not the patient.

If you have an emergency, there are EMT services on site. Follow the instructions of your doctor in alerting the department head who will immediately radio for an EMT. Hold up the EMT station card so the EMT can quickly identify where to go once they have been radioed.

If you stick yourself or are stuck with any instrument or other sharps, immediately notify the department or Dental Assistant Lead who will follow the Exposure Incident Protocol.

If you are working both the morning and afternoon shifts, please stagger your lunch breaks. Be sure to let the department or dental assistant lead know how long you will be gone. Someone else may use the chair while you are gone so patient flow isn't interrupted.

Please be flexible, enjoy your time with the patients and THANK YOU for participating in this event!