

Dental Hygienist Handbook

Example Dental Hygiene Handbook

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Other Documents to be given:

- Employee Handbook
- Clinical Calibration Book
- Tech Systems

Job Description

Capital Dental Core Values

- Fantastic guest experience
- Always be improving
- Hungry & Humbly confident
- Have each other's backs

The ideal hygienist is:

- Friendly and outgoing
- Dedicated to outstanding customer service
- Gentle with clinical applications
- Organized
- Team Player
- Excellent communicator with staff and patients
- Honest
- Compassionate
- Great with patient education that gives ideal options
- Thorough (both with explanations and with oral hygiene)
- Respectful of the patient and doctor's time
- Helps patients feel comfortable and confident in their dental care
- Passionate about their job
- Reviews schedule and helps to recognize any inefficiencies
- Energized to hit daily, weekly, and annual goals chosen by the team

Summary: The Dental Hygienist is responsible for patient data collection and documentation, patient education, and the delivery of preventive and periodontal dental treatment as part of the dentist-directed oral hygiene team.

Essential Duties and Responsibilities:

- Ability to take digital X-rays and use intra-oral camera.
- Provide quality patient service by delivering thorough patient care, effective communication and personal attention in a gentle and caring manner.
- Assess and plan appropriate dental hygiene care including prophylaxis, scaling and root planing, debridement, periodontal maintenance and adjunct services.
- Complete dental hygiene procedures utilizing hand and mechanical scalers with a high degree of technical skill, and with little patient discomfort.
- Conduct a general oral health screening including relevant medical history for each patient and communicate findings to the Dentist.
- Provide accurate and concise patient record charting and complete database information to allow the Dentist to determine the appropriate treatment plan for the patient.
- Provide topical anesthetic and administer nitrous oxide to patients under general supervision by the Dentist.

- Educate patients on proper oral hygiene.
- Responsible for individual professional growth through internal and external training opportunities and continuing education requirements to maintain licensure.
- Set-up and prepare dental hygiene equipment and instrumentation in accordance with established regulations and office guidelines.
- Accurate and timely reporting of all procedures complete with proper documentation in the patient management system program.
- Maintain a clean work environment and dental equipment to meet OSHA and Center for Disease Control sterilization and infection control regulatory standards.
- Adhere to confidentiality, State, Federal, and HIPAA laws and guidelines with regard to patients' records.
- Communicate effectively and develop a strong working relationship with the Dentist and promote teamwork through cooperative and professional behaviors.
- Support business goals by utilizing schedules effectively and supporting the practice revenue objectives.
- Follow and demonstrate commitment to Capital Dental policies, professional expectations, clinical service excellence, and outstanding patient service.
- Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and / or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and / or Experience:

- Associate's Degree or Bachelor's Degree in Dental Hygiene required.
- Registered Dental Hygiene licensure in Nebraska is required.
- Current CPR certification required. (If elapsed, Capital Dental will set up a time to renew.)

Knowledge, Skills and Abilities Required:

- Knowledge of Federal, State and clinic regulations and guidelines for the provision of dental services.
- Ability to operate standard dental equipment including Cavitron, X-ray, Dental Chair and Unit, Sterilizers, Hand Scalers, Curettes and handpieces.
- Strong patient care skills.
- Able to multitask and handle multiple business and workplace changes that may arise.
- Able to communicate clearly and effectively orally and in writing.
- Able to work well on a team and independently.
- Able to perform work with attention to detail.
- Demonstrated ability to maintain a safe and healthy environment for patients and co-workers.
- Ability to respond professionally in stressful situations.
- Possess critical thinking, logic and reasoning skills to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Physical Demands:

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, fumes or airborne particles, risk of electrical shock and risk of radiation. Manual dexterity to operate equipment for proper cleaning and examination. Requires visual and hearing acuity corrected to normal range. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. With or without the aid of assistive devices: mobility, reaching, bending, ability to independently support the weight of an average person, grasping, fine hand coordination, pushing and pulling, and finger / hand dexterity to handle computer, dental and other equipment. Must be able to tolerate prolonged sitting. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Checklists to be Proficient In

- Daily Checklists for Hygiene
- Phone Skills and Scripts
- Greeting and Start Appointment Flow
- End of Appointment Flow
- Clinical Charting and Treatment Planning Organization
- Presenting Issues / Treatment the Doctor Might Diagnose
- Scheduling next appointment (6-month recall or tx in doctor's schedule)
- Sterilization
- Downtime Schedule maintenance
- Office Cleaning
- Take IO Pictures with IO Camera
- Take Pictures with Extra-Oral Camera
- Take IO Radiographs
- Take Pano / CBCT

Training Protocols / Checklists

Hygienist Daily Checklist

Name _____ Date _____

MORNING CHECKLIST	
☐	Turn on all lights, x-ray machines (including pano) in tx rooms / sterilization center / lab
☐	Turn on TV / music in tx rooms
☐	Set up for first appointment
☐	Check room for full day of supplies
☐	Restock rooms if necessary
☐	Make up trays on clean side of sterilization
☐	Check appointments for that day to see if X-rays needed
☐	Check appointments to see for needed treatment
☐	Check schedule for any conflicts / questions – prep for A.M. Huddle
DOWN-TIME CHECKLIST	
☐	Call any patients to make sure schedule is full – MOST IMPORTANT
☐	Check other Doctors / Hygiene schedules for efficiency / rooms
☐	Sharpen instruments
☐	Check to make sure sterilization is all up to speed
☐	Check 1 day / 1 week schedule, address any issues
☐	Restock rooms as needed
☐	Go through office cleaning checklist
☐	Ask front desk to help with Recall List and other duties
END OF DAY CHECKLIST	
☐	Check schedule 1 day ahead – check for interferences / problems
☐	Make sure all rooms are wiped down and ready to set up the next morning
☐	Turn off TV & comp. screen, mouse and keyboard
☐	Suction all lines with Purevac
☐	Restock rooms
☐	Run instruments through the Ultrasonic / package
☐	Load Autoclave with dirty instruments

☐	Package any dirty instruments that have gone through the Ultrasonic and will not fit in the Autoclave, to be loaded in the morning
☐	Prep for Morning Huddle with Route Slips
☐	Make sure all notes are done – run incomplete procedure notes report
☐	Production \$_____ / Goal \$_____ (Run production report and sign off)
☐	Fluoride at 90% of patients
☐	Sweep rooms and remove trash
☐	Shut off pumps (last person to leave)

Signature of Manager: _____

Morning Huddle Prep

Hygiene Morning Huddle Prep									
Appt Time	Pt. Name	Exam Needed	Plus Tx Opportunity	Recare Sched / Fam Needed	X-rays Needed	Notes	Fl-	\$\$	Re-Appoint
		Y / N							
		Y / N							
		Y / N							
		Y / N							
		Y / N							
		Y / N							
		Y / N							
		Y / N							
		Y / N							
		Y / N							

Notes about the Daily Checklist:

- Daily Checklist is to be fully completed in AM and PM sections.
- Downtime duties are to be completed between patients and throughout the middle of the day.
- Morning Huddle Sheet is to be done either the morning before patients, or the previous day.

● Phone Skills and Scripts

- Phones should always be answered within the first 3 rings.
- Physically smile before answering so that your voice intonates warmth.

- c. "Thank you for calling Capital Dental, this is _____, how may I help you?"
- d. Follow the 3 E's: Empathy, Energy, and Edification.
- e. Scripts for the 7 major categories of phone calls can be found in the Operations Manual.
- **Greeting and Start Appointment Flow**
 - a. Have Route Slip with you to remember name / appointment / details.
 - b. Greet patient at the door to the waiting room, close door behind you / them.
 - c. Show them where bathroom is, checkout, CBCT Technology, and then proceed to room.
 - d. Once in room, point out relaxation / technology (Nitrous for \$5, TVs on Ceiling, music).
 - e. Remind them of time allotted for the procedure, ask if they have next appointments.
- **End of Appointment Flow**
 - a. Make sure all treatment is completed in OpenDental (check w/ Doctor for accuracy).
 - b. Remove patient bib and offer facial wipe if necessary.
 - c. Taking Payment in the Treatment Room – follow CC protocol.
 - d. Otherwise walk up to front desk to take payment if complicated.
- **Clinical Charting and Treatment Planning Organization**
 - a. Understand OpenDental entering existing conditions.
 - b. Enter in Treatment plan.
 - c. Understand ordering the treatment plan.
 - d. Make sure fees are generally correct with insurance or membership plan.
- **Presenting Issues / Treatment the Doctor Might Diagnose**
 - a. Highlight issues you see on x-rays or intraorally.
 - b. Get to know the doctor's tx planning style so you know what they will diagnose in certain scenarios.
 - c. Educate the patient and discuss resolutions (tx needed) so they are prepared when the doctor comes in to diagnose.
 - d. Refer to Capital Dental Clinical Calibration Manual for more details on treatment style.
- **Schedule Next Appointment**
 - a. Schedule Recare for 3, 4, 6 months.
 - b. Make sure recare schedule is appropriate in the 'Family' Module.
 - c. If tx is needed, prioritize and know general times for specific appointments.
 - d. Schedule needed tx if time allows.
- **Sterilization**
 - a. Ensure that sterilization and lab are clean and that there is no backlog of instruments.
 - b. Ultrasonic is emptied of all instruments.
 - c. Instruments are bagged and put into sterilizer.
 - d. Sterilizer is started if close to full.
 - e. Completed sterilizer is emptied of all clean instruments.
 - f. Use the Operations Manual picture as a guide.
- **Downtime Schedule maintenance**
 - a. Make sure to call patients on the unscheduled list to fill open holes.

- b. Move patients around to maximize schedule for daily goals.
- c. Make sure schedule moving forward is correct for time and availability.

- **Room Cleaning Checklist**

- a. Clean floors and countertops, chairs (chair wheels as needed).
- b. Take out all trash in treatment rooms and offices.
- c. Take out recycling as needed.
- d. Clean employee break room.
- e. Vacuum all carpeted areas.

- **Take IO Pictures with IO Camera**

- a. Use blue DY-80 Camera.
- b. Make sure it's plugged into the USB and has sleeve on it.
- c. Sometimes the button on camera doesn't work, so click to take with mouse.
- d. Take pictures as needed and then number them with correct tooth number.

- **Take Pictures with Extra-Oral Camera**

- a. Open up iPhone, go to IOCSnapshot App.
- b. Go to OpenDental Images Folder.
- c. Click the button for iPhone & Aircard.
- d. On the phone the computer ID should pop up on the menu, click it.
- e. Take photos as necessary.
- f. Once back on the computer, label all photos with teeth numbers.

- **Take IO Radiographs**

- a. See Operations Manual for specific exposure settings on the handheld x-ray machine and Apteryx (digital x-ray software) and how to document.
- b. Make sure you have the correct arms, tabs, and rings for the particular type of x-ray you wish to take:
 - i. Posterior PA's – Yellow tab with curved arm and yellow ring
 - ii. Anterior PA's – Blue tab with curved arm and yellow or blue ring
 - iii. Bitewings – Vertical or Horizontal tab with straight arm and red ring
 - iv. FMX – Gray universal ring can be used for PA's and bitewings
- c. Materials Needed:
 - i. Handheld x-ray machine
 - ii. Sensor with barrier
 - iii. Tabs / rings / arms for type of x-ray desired
 - iv. Lead apron
- d. Know ahead of time which x-rays your patient is due for, take accordingly:
 - i. FMX – All new patients
 - ii. Pano – Every 5 years (check insurance frequency, could be less)
 - iii. BW – Every 12 months
 - 1. Check for bone levels, interproximal decay
 - 2. Possibly less if they have a low caries rate

3. Higher or lower depending on caries risk assessment

iv. PA:

1. Anterior teeth at one of the first few visits
2. Posterior teeth if problems
3. Implants / Endo – every year

- **Take Pano / CBCT**

- a. See Operations Manual for specific machine settings.
- b. Position the patient correctly per machine guidelines.
- c. Confirm image clarity before dismissing the patient.

Key Production Indicators (KPIs)

At Capital Dental, we want to hold ourselves to an internal scorecard of being the BEST we can be. Aligning with our core values, we have a few KPIs that are important indicators of 'playing the game at a high level'.

WIGs for 2020

- Achieve 500 Google Reviews by End-of-Year 2020
- 1,200 New Patients for the year 2020
- \$1.5 Million in Revenue for 2020

KPIs for Hygiene to help achieve these goals:

- **Net production is 3.3X Hourly Wage**
 - If your hourly wage is \$35 / hour, your goal is to produce \$115.50 per hour after all deductions
 - On average this is highly achievable with a typical prophylaxis, exam, and 50% of patients taking BW or 2 PA
 - Fluoride helps as well
- **90% of Patients getting Fluoride**
 - Typically almost all patients can be helped by getting topical fluoride treatment
 - If they fall into a moderate or high risk caries, or other applicable condition, Fluoride should be a recommended treatment
- **90% of Patients scheduled for their recare appointments**
 - If patients aren't scheduled, they are likely to fall out of our practice and they may go for years
 - Getting an appointment on the books is of great importance
- **85% Treatment Acceptance Rate**
 - We are on the conservative side of the spectrum at Capital Dental
 - Treatment recommended by Doctors in the Urgent or Important Category need to be scheduled
 - Hygiene can help achieve this by educating patients about their condition to be an adjunct voice of the doctor
- **5-Star Google Reviews & New Patients**
 - Of course the highest recommendation from any patient is to send friends or give a nice Google Review
 - Hygienists can help by mentioning the giveaways that we have at each office for reviews
 - Also giving out wine, t-shirts, or other gifts can bring forth increased reviews or referrals

Hygiene Production Cheat Sheet

Cheat Sheet (3.3X) @ \$37/Hr	
Hrs	GOAL
5	\$872.14
6	\$1,046.57
7	\$1,221.00
8	\$1,395.43
8.5	\$1,482.64
9	\$1,569.86

30 / 60 / 90 Day Goals for Hygiene

Rating scale: 1 = Rarely • 2 = Sometimes • 3 = Often • 4 = Mostly • 5 = Always

30 Day Goals

- _____ Clock in / clock out
- _____ Arrive 15 minutes before morning huddle
- _____ Complete Morning Huddle Prep on all patients for that day
- _____ Answer phones in accordance with core values and guidelines
- _____ Greet patients and give office tour correctly
- _____ Complete Daily Checklists with no error
- _____ Able to take Pano / CBCT individually
- _____ Able to take IO Pics and IO Radiographs
- _____ Able to answer the phone and answer simple questions
- _____ Stay on time with appointments
- _____ Complete Daily Notes accurately
- _____ Follow Hygiene Protocol
- _____ Read through the Clinical Calibration Manual for Capital Dental

Areas I feel I excel:

Areas I feel I need help or additional training:

Date Scheduled to Review: _____

Additional training to be completed by: _____

60 Day Goals

- _____ Be able to do all 30 day tasks with no supervision
- _____ Prioritize daily tasks
- _____ Record / track Daily Production (3.3X Hourly Wage is goal)
- _____ Record and track Fluoride Production
- _____ Keeping sterilization clean and on schedule
- _____ Know the schedule and prioritize accordingly
- _____ Taking payments in the treatment room

Areas I feel I excel:

Areas I feel I need help or additional training:

Date Scheduled to Review: _____

Additional training to be completed by: _____

90 Day Goals

- _____ Do all above 60 day tasks with no supervision
- _____ Review Treatment Plans and Schedule
- _____ Maintain a Reappointment rate of 85% or higher
- _____ Add in Same Day TX (sealants / fluoride) whenever possible
- _____ Stay up to date on perio protocol to ensure billing out properly

Areas I feel I excel:

Areas I feel I need help or additional training:

Date Scheduled to Review: _____

Additional training to be completed by: _____

Departmental Assessment Form – Hygienist

Name _____ Date _____

1 = Never • 2 = Rarely • 3 = Sometimes • 4 = Mostly • 5 = Always

Statement	Rating (1-5)
I get my patients back for their treatment within ten minutes of their scheduled appointment time.	1 2 3 4 5
I ask three non-dentally related questions to each patient prior to discussing dental treatment and note it in the designated area.	1 2 3 4 5
I do my best to build rapport and show empathy, courtesy, and compassion to each patient.	1 2 3 4 5
I give a tour of the office and point out high-tech and relaxing features.	1 2 3 4 5
I take a FMP with each patient that I treat at least once a year (every 6 months for Perio).	1 2 3 4 5
I take intraoral photos and all appropriate radiographs prior to the doctor's arrival.	1 2 3 4 5
I review the photos and discuss potential restorative treatment with the patient prior to the doctor's arrival.	1 2 3 4 5
The explorer and mouth mirror are clean and conveniently placed on the tray prior to doctor's arrival.	1 2 3 4 5
I educate patients in the proper use of appropriate dental products that would serve to improve their oral health.	1 2 3 4 5
I give oral hygiene instructions to each patient.	1 2 3 4 5
I do the CRAP Handoffs and use the orange card to speed up Doctor response time.	1 2 3 4 5
I alert the doctor to potential treatment that was discussed with patient.	1 2 3 4 5
I alert the patient to potential treatment that the doctor will most likely treatment plan.	1 2 3 4 5
I take bitewings and full mouth radiographs according to the appropriate interval.	1 2 3 4 5
The patient's most current radiographs, treatment notes and any pending treatment are ready for doctor's review when the exam begins.	1 2 3 4 5
I use the new routing slips to their full potential.	1 2 3 4 5
I polish every patient following cleaning, debridement, SRP.	1 2 3 4 5

Statement	Rating (1-5)
I floss every patient following polish.	1 2 3 4 5
I keep my treatment room(s) clean and organized.	1 2 3 4 5
I communicate with clarity and respect with all other members of the team.	1 2 3 4 5
I edify doctor and staff to patients whenever possible.	1 2 3 4 5
I review my production reports nightly to ensure all of my procedures are billed out under me.	1 2 3 4 5
I hit my daily production goal with 96% success.	1 2 3 4 5
I help with sterilization, numbing doctor patients, and helping the back office as often as possible.	1 2 3 4 5
I understand the goal of 3.3 X Hourly pay.	1 2 3 4 5
I follow the core values of the practice.	1 2 3 4 5
I come prepared to every morning huddle.	1 2 3 4 5

Accountability Agreement: Hygienist

I _____, understand that my responsibilities as a Hygiene Department member include, but are not limited to, the duties listed on the following documents:

1. Hygiene Job Description
2. Hygiene Daily Task Sheet
3. Hygiene Appointment Protocol

Additionally I am aware of Capital Dental's core values as listed below and will strive to conduct myself in a manner consistent with these values:

Capital Dental Core Values

- Fantastic guest experience
- Always be improving
- Hungry & Humbly confident
- Have each other's backs

Team Member Signature: _____ **Date:** _____

Practice Owner (CEO) Signature: _____ **Date:** _____