

**DENTAL OFFICE ASSISTANT  
(Time-Based)**

**APPENDIX A**

O\*NET CODE 31-9091.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

**WORK PROCESSES**

**A. Administrative Tasks 400**

1. Perform clerical duties such as answering the phone and making appointments.
2. Use computerized patient information system to register patients and perform other clerical procedures.
3. Handle missed appointment follow-up with patients to reschedule when necessary.
4. Use medical insurance websites to verify patient eligibility.
5. Assist the front office with patient registration, filing and pulling charts and making confirmation appointment calls.
6. Maintain inventory of dental supplies.

**B. Treatment of Patients 600**

1. Seat and dismiss patients.
2. Provide intake procedures.
3. Set up for dental procedures according to each patient's treatment.
4. Assist in routine general dental procedures using concepts of four-handed dentistry.
5. Pass instruments safely, accurately, and efficiently.
6. Mix amalgams, cements, composites, and other materials.
7. Provide post-operative instructions and follow-up appointments for patients.
8. Chart existing restorations and conditions.

**C. Sterilization of Instruments 500**

1. Disinfect oral appliances to prevent cross contamination.

2. Maintain clean operatory and dental laboratory area with approved disinfectants.
3. Maintain dental equipment according to manufacturer's recommendations.
4. Clean and sterilize dental instruments.
5. Keeps up basic maintenance on the equipment, i.e. change filter for the suction machine.
6. Demonstrate proper infection control procedures in setting up and cleaning up operatories.

**D. X-Rays** **250**

1. Expose and develop radiographs.
2. Pour dental models and performs assigned laboratory duties.
3. Take, develop, mount and file x-rays.

**E. Exam Room Preparation** **250**

1. Prepare patients and operatory for dental treatment including but not limited to preparing and arranging the dental instruments, restorative cement, materials, and medications on the chair side tray.

**Approximate Total Hours** **2000**

*Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>*

# DENTAL OFFICE ASSISTANT

## APPENDIX B

### RELATED INSTRUCTION

#### **Safety**

1. Infection Control
2. All Applicable OSHA Regulations, Standards and Rules
3. First Aid and CPR (6.5 hours)
4. Equipment Safety Operating Practices
5. Occupational Health and Safety Techniques following the Centers for Disease Control and Prevention

#### **Trade Theory and Science**

1. Blood Borne Path
2. Infection Control
3. Sterilization
4. Dental Terminology
5. Dental Instrumentation
6. Patient Communications Skills
7. Basic Dental Anatomy (teeth and tissues)
8. Dental Radiography Imaging
9. Clinical Procedures, materials, and equipment

A minimum of 144 Hours of Related Instruction is required for each Apprentice for each year.

Appendix B topics are approved by New York State Education Department.