

This book belongs to:

**REVISED**

April 2024

**DENTAL**

# Dental Assisting

**Handbook** | MANUAL





# **Dental Assisting Student Handbook**

**2024 - 2025**

**All Dental Assisting students are subject to the policies of the dental assisting program. The ACC dental assisting program also acknowledges and follows college policies as stated in the colleges catalog and student handbook.**

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## **WELCOME**

This handbook has been prepared to orient you to the ACC Dental Assisting Program. The rules, policies and procedures recorded in this handbook will guide you through your educational career while in the program. Please keep this manual with you at all times when on campus. Students are expected to exercise good critical thinking skills and show responsibility by being knowledgeable of and compliant with all policies contained within this handbook for classroom, labs, clinic, and external rotation sites.

The ACC Student Handbook and other school publications will also serve as guidelines of your professional behavior and student responsibilities as you attend classes on campus and rotation sites. Dental Assisting students are advised that their course syllabi and Dental Assisting Student Handbook may reflect additional policies than what is stated in the ACC Catalog and Student Handbook. These areas are indicated in both the handbook and the college catalog.

The faculty of the ACC's Dental Assisting Program wish you much success in your studies. Through your acceptance into the program, you have accomplished the first milestone towards earning a Diploma and the credentials associated with this most rewarding career in Dental Assisting. The faculty will strive to help each and every one of you achieve your goal of becoming a dental assistant.

Again, Congratulations for being selected into the Dental Assisting Program and we look forward to this journey together.

## **About ACC and the Program**

### **Alamance Community College Vision, Mission and Values**

#### **VISION**

Transforming lives through excellence in teaching, learning, and service.

#### **MISSION**

Alamance Community College provides educational programs and services to prepare all members of our diverse community to succeed.

#### **VALUES**

**Excellence** - We hold ourselves to the highest expectations and are committed to meeting them with integrity.

**Learning** - We provide high-quality educational experiences that help people gain the knowledge, skills, behaviors, and values necessary to achieve their goals.

**Community** - We promote collaboration and partnerships through respectful interactions.

**Equity and Inclusion** - We embrace the diversity of our communities, work to ensure that each person feels a sense of belonging, and provide access to the resources people need to succeed.

**Innovation** - We are open to change, creativity, and risk-taking that helps us achieve our mission and goals.

#### **Program Mission**

The Dental Assisting Department Mission is to provide dental assisting courses that prepare graduates to assist the dentist in a variety of dental procedures, including; selective oral health services, administrative management procedures, assess and manage emergency procedures, and develop basic communication skills necessary for effective interaction with patients, staff members, and professional colleagues by creating a learning environment where students can demonstrate professional and ethical behaviors necessary for functioning in a modern dental practice and encourage further growth and lifelong learners.

## **Program Goals**

1. Provide the learning content and experiences and supportive environment that will enable students to gain the knowledge and ability too:
  - a. Student will develop the essential skills to assist the dentist in a variety of dental procedures
  - b. Students will perform expanded function procedures delegated to a Dental Assistant II in the state of North Carolina.
  - c. Students will demonstrate the ability to complete laboratory procedures delegated to a Dental Assistant II in the state of North Carolina.
  - d. Students will provide basic oral health instructions while utilizing diagnostic aids bases on the patients' individual needs.
  - e. Students will demonstrate and apply knowledge of basic oral facial anatomy.
  - f. Students will demonstrate knowledge of basic radiation safety related to personal and patient protection.
  - g. Students will expose, process, and evaluate radiographic for a prescribed procedures meeting all Federal and State criteria.
  - h. Students will demonstrate the ability to assess and initiate emergency care.
  - i. Students will demonstrate the ability to perform basic operations of the business office in a dental practice
  - j. Students will demonstrate OSHA and CDC compliant infection control methods to properly maintain the asepsis chain.
  - k. Students will demonstrate ethical and professional behavior throughout the program maintaining HIPAA (Health Insurance Portability and Accountability Act) compliance.
2. Maintain program accreditation by the Commission on Dental Accreditation of the American Dental Association for quality assurance.
3. Encourage life-long learning and professional development through certification by Dental Assisting National Board.
4. Maintain partnerships with the local dental community fostered by giving and receiving assistance in job placement, continuing education, community service, consultation, and by providing qualified Dental Assistant II's.

## The Profession

The Dental Assisting profession is a vital component in the dental healthcare delivery team. The US Department of Labor's Occupational Outlook Handbook lists Dental Assisting profession to grow at an increase of 19% between the years 2016-2026. This is stated this growth is faster than the average for all occupations. (2019, [www.bls.gov](http://www.bls.gov))

## The Dental Assistant

Dental assistants greatly increase the efficiency of the dentist in the delivery of quality oral health care and are valuable members of the dental care team. If you have strong communication skills, enjoy working with your hands as well as your mind and want a career with responsibility, dental assisting is for you.

## Job Description

The duties of a dental assistant are among the most comprehensive and varied in the dental office. The dental assistant performs many tasks requiring both interpersonal and technical skills. Although state regulations vary, responsibilities may include:

- assisting the dentist during a variety of treatment procedures
- taking and processing dental radiographs (x-rays)
- asking about the patient's medical history and taking blood pressure and pulse
- serving as an infection control officer, developing infection control protocol and preparing and sterilizing instruments and equipment
- helping patients feel comfortable before, during and after dental treatment
- providing patients with instructions for oral care following surgery or other dental treatment procedures, such as the placement of a restoration (filling)
- teaching patients appropriate oral hygiene strategies to maintain oral health; (e.g., tooth brushing, flossing and nutritional counseling)
- taking impressions of patients' teeth
- performing office management tasks that often require the use of a computer
- communicating with patients and suppliers (e.g., scheduling appointments, answering the telephone, billing and ordering supplies)
- helping to provide direct patient care in all dental specialties, including orthodontics, pediatric dentistry, periodontics, oral surgery, etc.

The above information provided by the American Dental Assistant Association and the ADA,; <https://www.ada.org/en/education-careers/careers-in-dentistry/dental-team-careers/dental-assistant>

## **Program Description**

The Alamance Community College Dental Assisting program is a one year full-time or two year part-time diploma program. We have a variety of program offerings that include day and evening classes. The program is accredited by the Commission on Dental Accreditation, this allows students the opportunity to take the Dental Assisting National Board Exam upon completion of the program. The ACC Dental Assisting students have an opportunity to assisting in the on-campus dental clinic, UNC Adams School of Dentistry, and private dental offices. Upon completion of the program graduates will be Dental Assistant II and able to perform all North Carolina Delegable Expanded Functions.

## **Employment Opportunities**

Upon completion of the program graduates will have the opportunity to obtain employment in various aspects of dentistry including: General Dental Practice, Front Office Manager, Insurance Manager, Orthodontics, Oral Surgery, Endodontics, Pediatrics, Public Health, and Prosthodontics.

## **North Carolina State Requirements**

In North Carolina, there are two classifications for Dental Assistants (DAI and DAII.) North Carolina does NOT certify assistants. Classification is based on experience and/or training as listed below. It is up to the employer to verify an assistant's qualifications and determine if he/she is a DAI or DAII. ([http://www.ncdentalboard.org/dental\\_assisting.htm](http://www.ncdentalboard.org/dental_assisting.htm))

Upon completion of the Dental Assisting Program at Alamance Community College all graduates are considered to have DA II status in the state of North Carolina.

## **The Dental Assisting National Board**

The Dental Assisting National Board (DANB) was founded in 1980 and is the national certification board for dental assistants. More than 37,000 dental assistants are currently DANB certified nationwide. DANB, a nonprofit organization, is a member of the Institute for Credentialing Excellence. DANB's CDA and COA certification programs are accredited by the National Commission for Certifying Agencies (NCCA).

DANB understands the importance of impartiality and potential conflicts of interests in carrying out its certification activities. Being impartial, and being perceived to be impartial, is necessary for DANB to be able to deliver credible certification programs that provide confidence to our candidates and certificates', our communities of interest, and the public. In order to obtain and maintain confidence, DANB will, at all times, be able to demonstrate that our decisions are based on objective evidence and that our decisions have not been improperly influenced by other interests or by other parties. The above statement is made by DANB in the interest of transparency and so that our candidates and certificates', our communities of interest, and the public may be aware of our intentions. (<https://www.danb.org/About-DANB.aspx>)

## **Accreditation**

The Alamance Community College Dental Assisting Program is accredited by the Commission on Dental Accreditation. The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff and students.

A copy of the appropriate accreditation standards, and/or the commission's policy a procedure for submission of complaints, may be obtained by contacting the Commission of Dental Accreditation at 211 East Chicago Avenue, Chicago, IL 60611, or by calling 1-800-621-8099, extension 2719.

## **Third Party Comments**

The Dental Assistant Program is responsible for soliciting third-party comments from students and patients that pertain to the standards of policies and procedures used in the Commission's Accreditation process.

An announcement for soliciting third-party comments will be published 90 days prior to a site visit. Comments are due in the Commission's office no later than 60 days prior to the site visit. The next site visit by the Commission is due to occur in 2025. The community at large will receive a 90-day notice as a reminder of the policy.

## **Release of Information: Family Educational Rights and Privacy Act (FERPA)**

In compliance with the Family Educational Rights and Privacy Act of 1974, Alamance Community College releases no personally identifiable information about student without the express written consent of the student. Exceptions to this practice are those types of information defined by law as "directory information." At Alamance Community College "directory information" includes the student's name, dates of attendance, enrollment status, curriculum, and degree, diplomas or certificates awarded. Student addresses and phone numbers are released per request by the U.S. Military.

The above director information may be published or made available without the consent of the student. A student not wanting this disclosure of information must request this in writing to the Dean of Students Development during the first two weeks of initial enrollment.

Alamance Community College discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including security), a person or company with whom the College has contracted as its agent to provide a service instead of using college employees or officials (such as an attorney or clinical/co-op site), a person serving on the Board of Trustees, or a student serving on an official committee, such as a disciplinary or grievance

committee, or assisting another school official in performing his/her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his/her professional responsibilities for the College.

Students may have access to all of their educational records by requesting in writing to the Dean of Student Development a conference for this purpose. A person competent in interpreting student records shall be present to explain the meaning and implications of the records. Should they desire, students have the right to challenge the accuracy of their records through the student's grievance procedure and to insert written objections and explanations on any information contained in the record.

No transcript will be released without the express written consent of the student. Transcript request are made online by using Self Service. Official transcripts will be sent to the person or agency designated by the student. Unofficial transcripts (without the official school seal or appropriate signatures) will be released to the student for personal use. At this time there are no fees associated with transcript release.

Complaints about possible failures of Alamance Community College to comply with the Family Educational Rights and Privacy Act may be made to the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-5920.

### **Nondiscrimination Statement**

Alamance Community College does not discriminate in administering its programs and activities. No person shall be denied access to admission, employment or fair treatment or in any way be discriminated against on the basis of race, sex, religion, age, national origin or handicap. Applicants, employees, and students of Alamance Community College may lodge grievances involving alleged violations of their rights under the provisions of Title VI of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the American with Disabilities Act. of 1992 with the Equal Opportunity/Affirmative Action Officer at (336)506-4130 or the Assistant Secretary, Office of Civil Rights, 330 C. Street S.W., Washington, DC.

## **HIPAA Confidentiality Agreement**

The ACC's Dental Assisting Program acknowledges and is compliant with the guidelines established by the Health Insurance Privacy and Accountability Act. Every effort is made to protect the privacy and security of patient information at all times. Students and faculty are to abide by the policy at all times. Students must comply with all instructions and procedures related to patient confidentiality and privacy rights.

Students will receive further information and training in accordance with HIPAA rules/guidelines within the curriculum.

<https://www.ada.org/~media/CODA/Files/HIPAA%20Summary.pdf?la=en>

## Program General Information

### Dental Assisting Course Formats

#### Blended "B"

In a web-assisted course, the class meets just like a traditional class, in classroom, with an instructor at the regular scheduled day, time and location. Seat time is **not** replaced but components of your course will be accessible to you 24/7. You may also be required to complete homework assignments, take quizzes, participate in group work, and interact with your instructor and fellow students online using Moodle. <https://alamancecc.mrooms.net/>

Online activities vary depending on the instructor and course requirements. Your instructor will clarify expectations on the first day of class and in the syllabus

#### Hybrid Courses "H" (51%- 99% Online)

Hybrid courses offer the "best of both worlds" by combining face-to-face classroom instruction with online learning activities. In a typical hybrid course, you will attend class on campus for one fifty- or eighty-minute session per week and then complete additional coursework online using Moodle <https://alamancecc.mrooms.net/> . In other hybrid courses, you may only come to campus a few times throughout the semester.

Through Moodle, you will access course documents, receive instruction, compose and submit assignments, take quizzes and tests, participate in group activities, discuss issues, and ask questions of the instructor and other students. You will be able to actively participate in your class from home, and certainly at the nearest campus computer lab, while meeting deadlines established by your instructor.

Hybrid courses vary in meeting time and online activities, your instructor will clarify expectations on or before the first day of class and in the syllabus

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#### Online Courses "E" (Internet 100% Online) – (EL is Online Live format for classes using Zoom)

**Online** Course with 100% of instruction delivered via the Internet.

Through Moodle <https://alamancecc.mrooms.net/> you will solely access course documents, lectures, receive instruction, compose and submit assignments, take quizzes and tests, participate in group activities, discuss issues, and ask questions of the instructor and other students. You will be required to participate in your class from home, and certainly at the nearest campus computer lab, while meeting deadlines established by your instructor. Further details of the course will be explained in the syllabus.

## Dental Assisting Courses

Curriculum Sequence Day Student – Fall Semester						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 100	Basic Orofacial Anatomy	2	2	0	0	B
DEN 101	Preclinical Procedures	7	4	6	0	B
DEN 102AB	Dental Material	2	1	2	0	B
DEN 111	Infection/Hazard Control	2	2	0	0	B
DEN 112AB	Dental Radiology	1.5	1	1.5		B
ACA 122	College Student Success	1	2	0	0	
PSY 150	General Psychology	3	3	0	0	
<b>Semester Total</b>		<b>18.5</b>				
Curriculum Sequence Day Student – Spring Semester						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 102ABB	Dental Materials	2	1	2	0	B
DEN 103	Dental Science	2	2	0	0	EL or H
DEN 104	Dental Health Education	3	2	2	0	H
DEN 105	Practice Management	2	2	0	0	E
DEN 106	Clinical Practice I	6	2	0	12	H
DEN 112BB	Dental Radiography	1.5	1	1.5	0	B
ENG 111	Writing Inquiry	3	3	0	0	
<b>Semester Total</b>		<b>19.5</b>				
Curriculum Sequence Day Student – Summer Semester						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 107	Clinical Practice II	5	1	0	12	H
BIO 163 or BIO 168	Basic Anat and Physiology Anatomy and Physiology I	5 4	4 3	2 3	0 0	H H
<b>Semester Total</b>		<b>9-10</b>				
<b>TOTAL</b>		<b>47-48</b>				

- **B:** Blended
- **H:** Hybrid

Evening Student – Fall Semester I						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 100	Oral/Facial Anatomy (1 <sup>st</sup> 8 weeks)	2	2	0	0	E or H
DEN 101AB	Preclinical Procedures	3	2	2	0	H
DEN 111	Infection/Hazard Control (2 <sup>nd</sup> 8 weeks)	2	2	0	0	B or H
ACA 122	College Student Success	1	2	0	0	
PSY 150	General Psychology	3	3	0	0	
<b>Semester Total</b>		<b>11</b>				
Evening Student – Spring Semester I						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 112	Dental Radiology	3	2	3	0	B
DEN 105	Practice Management	2	2	0	0	B or H
ENG 111	Writing Inquiry	3	3	0	0	
<b>Semester Total</b>		<b>8</b>				
Evening Student – Summer Semester I						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 102AB	Dental Materials	2	1	2	0	H
DEN 103	Dental Sciences	2	2	0	0	EL or H
<b>Semester Total</b>		<b>4</b>				
Evening Student – Fall Semester II						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 101BB	Preclinical Procedures	4	2	4	0	H
DEN 102BB	Dental Materials	2	1	2	0	H
<b>Semester Total</b>		<b>6</b>				
Evening Student – Spring Semester II						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 106	Clinical Practice I	6	2	0	12	B
DEN 104	Dental Health Education	3	2	2	0	H
<b>Semester Total</b>		<b>9</b>				
Evening Student – Summer Semester II						
Course	Course Title	Credit Hours	Class Hours	Lab Hours	Clinic Hours	Format
DEN 107	Clinical Practice II	5	1	0	12	B
BIO 163	Basic Anat and Physiology Anatomy and Physiology	5	2	4	0	H
BIO 168		4	3	3	0	H
<b>Semester Total</b>		<b>9-10</b>				
<b>TOTAL</b>		<b>47-48</b>				

B: Blended H: Hybrid E: Online EL: Online Live

## **Academic Requirements**

Students who have been accepted into the Dental Assisting Program must maintain a 2.0 in all courses to progress into the consecutive semester. Each student is responsible to be aware of their GPA status for continued progression and this information can be found within Self Service <https://www.alamancecc.edu/selfservice/>

Failure to meet the above requirements as stated the student will not be allowed to continue into the program. The student will be dropped from the course(s); if requirements are not met and it is prior or on the withdrawal passing date (WP) the student will receive a WP for the course(s). If the drop date is after the listed WP date then the student will receive the grade earned at the time of drop or dismissal.

It is the responsibility of the student to refer to the Business Office/ Financial Aid office in regards to payment and consequences of withdrawing or dismissal of the course(s)/program.

## **Eligibility to Reapply**

- The student must contact the Admissions Counselor for Dental Assisting Program
- The student will have to wait one full year to reapply
- The student will be required to take the entire curriculum over, regardless of previous length of time in the program

There is a maximum of two admissions into the program without completion. Your advisor will discuss with you at this time an alternative to your career path.

## Essential Functions and Technical Standards Requirements

### Purpose Statement:

The following standards reflect reasonable expectations of a student in the Dental Assisting Program for the performance of common dental assisting functions. In adopting these standards, the Program is mindful of the patient’s right to safe and quality dental care by students. The student must be able to apply the knowledge and skills necessary to function in a broad variety of clinical situations while providing the spectrum of dental assisting interventions. These standards do reflect what may be required for employment of the graduates of the Dental Assisting Program. To verify the students’ ability to perform these essential functions, students may be required to demonstrate the following technical standards:

Standard	Definition of Standard	Example(s) of Technical Standard
Critical Thinking/ Problem-Solving Skills	Ability to collect, interpret and integrate information. Critical thinking ability should be sufficient for clinical judgment.	<ul style="list-style-type: none"> <li>• Identify cause and effect relationship(s) in clinical situations.</li> <li>• Assimilate knowledge from lecture, laboratory, and clinical areas.</li> <li>• Recognize potential hazards and/or risks and take appropriate safety precautions.</li> </ul>
Interpersonal Skills	Interpersonal ability to interact with individuals, families, and groups from a variety of social, emotional, cultural, physical, medical and intellectual backgrounds.	<ul style="list-style-type: none"> <li>• Establish rapport with patients, dentists, dental team, and members of the community, other health care professionals and dental team members.</li> <li>• Must be able to be aware of your own tone and pitch of voice, body language, and being aware of one's self image and how you are portraying yourself.</li> </ul>

<p>Coping Skills</p>	<p>Ability to respond appropriately to stressful environments, difficult patients and impending deadlines.</p>	<ul style="list-style-type: none"> <li>• Manage heavy academic schedules/deadlines, fast paced clinical rotations, and patients in pain or fear in a professional, caring manner.</li> <li>• Seek assistance and follow supervision in a timely manner.</li> </ul>
<p>Communication Skills</p>	<p>Ability to communicate effectively in English using verbal, non-verbal, and written formats with faculty, other students, dental patients, and dental professionals.</p>	<ul style="list-style-type: none"> <li>• Explain treatment procedures, initiate dental health education, document and chart dental treatment and health status; be able to gather, transfer and communicate data using appropriate dental terminology and correct spelling.</li> <li>• Recognize, interpret and respond to non-verbal behavior of self and others.</li> <li>• Communicate effectively, respectfully and efficiently with peers, faculty, supervisors, other professionals and patients.</li> <li>• Students are expected to be able to effectively communicate verbally and non-verbally. This requires the ability to see, speak, hear, read, write, and effectively utilize the English language.</li> <li>• Auditory ability sufficient to monitor and assess health needs and communicate with patients and other members of the oral health care team.</li> </ul>

<p>Mobility/Tactile Skills</p>	<p>Sufficient ability to provide safe and effective dental care to the dentist, client, and co-workers using gross and fine motor skills.</p> <p>Sufficient ability for physical assessment to include conditions found in the oral cavity utilizing various dental instruments for dental chairside procedures. Should have full manual dexterity including the functioning of both arms, both wrists, both hands, and all fingers. Necessary clinical skills involving procedures requiring (but not limited to) grasping, fingering, pinching pulling, pulling holding, extending, and rotation.</p>	<ul style="list-style-type: none"> <li>• Move, calibrate and use equipment and dental materials and supplies including sharp instruments, during operative procedures; be able to utilize both hands in a coordinated fashion.</li> <li>• Manual dexterity sufficient to safely operate and/or manipulate dental handpieces and instruments in the oral cavity.</li> <li>• Be able to place/remove dental x-ray film in the oral cavity.</li> <li>• Have eye-hand coordination adequate to transfer information using mouth mirror.</li> <li>• Must have tactile sensitivity in natural fingers and strength in</li> <li>• both hands enough to manipulate and grip small instruments and objects.</li> </ul>
<p>Hearing Skills</p>	<p>Ability to listen to and react promptly to instructors, patients, dental and medical providers while working in the clinical setting or gathering information for patient care.</p>	<ul style="list-style-type: none"> <li>• Ability to record verbal patient assessments, listen to patient feedback and answer patient questions, hear cries for help or other sounds of distress.</li> </ul>

<p>Visual Skills</p>	<p>Sufficient ability for observation and assessment, including color perception necessary in dental health, sufficient binocular vision to perceive depth, and space visualization.</p>	<ul style="list-style-type: none"> <li>• Observe patient responses such as skin color and facial expression; monitors vital signs, evaluate radiographs for technical quality including density, contrast and distortion; and read records.</li> </ul>
<p>Behavioral/ Social</p>	<p>Exhibits mature, sensitive, and effective relationships with patients, peers, faculty, supervisors, and other professionals</p>	<ul style="list-style-type: none"> <li>• Exercise affirmative judgment.</li> <li>• Demonstrate sensitive and interpersonal relationships with patients, peers and faculty.</li> <li>• Ability to function under stress and deal with patients and others who may be experiencing stress.</li> <li>• Endure physically taxing workloads.</li> <li>• Adapt to changing environments and flexible schedules.</li> <li>• Display attributes of: empathy, integrity, concern and respect of others.</li> <li>• Display compassion and concern for others</li> <li>• Display emotional stability</li> </ul>
<p>Weight Bearing</p>	<p>Ability to lift and manipulate or move 45-50 lbs. daily</p>	<ul style="list-style-type: none"> <li>• Position patients</li> <li>• Move equipment and supplies</li> </ul>

## **Disability Services Statement**

Alamance Community College is committed to providing equal educational opportunities for students with documented disabilities. Students who require disability services or reasonable accommodations must identify themselves as having a disability and provide current diagnostic documentation to the Accessibility Services Office located in the Main Building, Room 233. All information is confidential. Please contact the Disability Services Coordinator for more information at 336-506-4130 or email at [disabilityservices@alamancecc.edu](mailto:disabilityservices@alamancecc.edu) and notify your course instructor of your special needs, as appropriate. Students should initiate this process as soon as possible (prior to the start of classes and/or field experience).

## **Mental/Physical/Emotional Health**

Students must exhibit physical and emotional health that would indicate the ability to render safe patient care. Students who do not exhibit the physical and emotional health required to render safe patient care will be referred to the Disability Services Office and may be dismissed from the Dental Assisting Program upon appropriate physician diagnosis and referral. Students must also ensure that they are sleeping enough each night prior to class. This is especially important the night before clinic or any other type of patient/peer treatment. If sleep impairment causes performance deficiencies, students may be evaluated for the ability to continue the program concerning safety for program students, faculty, and clinical patients.

All students have the right to “due process” as defined in the current ACC Student Handbook/ College Catalog.

## **Physical and Emotional Stability**

Students must be physically and emotionally healthy and stable to perform dental assisting delegated functions and to provide safe patient care. (Refer to Dental Assisting Technical Standards)

## **Electronic Records Systems**

All dental assisting students are required to create an account with an electronic records system, currently Viewpoint Screening <https://www.viewpointscreening.com/>. This online resource requires students to personally upload a variety of documents such as the required medical history and immunizations. Students will create an account with the records system and pay the required fee(s) initial minimum fee of \$19.00 with possible maximum fees totaling \$79.00. Students will be able to utilize this system after they have completed the dental assisting program in order to access the existing documents. Students may also make great use of this system to store other records such as resumes, licensures, and recertification.

## **Criminal Background History**

All students will undergo a criminal background check, prior to spring semester in order to participate in the dental assisting program clinical rotations. Background check fee may range from \$80 - \$100. Some dental offices will decide if a student will be allowed to participate in that office based on criminal background check results. Students with a history of felonies or multiple misdemeanors may not be accepted. The college cannot control which dental offices allow participation. The department will determine if there are major issues with locating a dental office that will accept a student. The dental assisting program will have to determine if a student should continue through the program, if locating a rotation site appears difficult. Students are also informed that there may be complications with licensure when attempting to complete the Dental Assisting National Board. They may also have difficulties securing state level credentials depending on the location of seeking employment.

Completing dental office rotations is a requirement by the Commission on Dental Accreditation and the state of North Carolina according to specific course requirements. Exceptions will not be made.

## Drug Screening

Students may be subject to drug screening based on clinical site request. Viewpoint Screening will handle all the request if needed.

Immunization /Testing/ Other Documentation Requirements	Due Date
Hepatitis B	First Day of Class–(at minimum first injection of series)
Influenza	Date TBA, prior to clinical rotations
MMR	First Day of Class
Polio	First Day of Class
Tdap (Tetanus, Diphtheria, Pertussis)	First Day of Class
Tuberculosis	First Day of Class
Varicella	First Day of Class
American Heart Association (2 year) CPR	First Day of Class
Dental Exam Proof (receipt/letter)	First Day of Class
Medical History	First Day of Class
Health Insurance	First Day of Class
Criminal Background	Date TBA, prior to clinical rotations
Drug Testing	Date TBA, prior to clinical rotations

## Additional Program Fees/Expenses

Items	Approximate Cost	Semester
Uniforms* <ul style="list-style-type: none"> <li>• 2 -Tops</li> <li>• 2 -Pants</li> <li>• 1 –Jacket</li> <li>Logo/Name Embroidery</li> <li>Solid black shoes</li> </ul> * Minimum required	\$18.99 & up each \$18.99 & up each \$24.99 & up each \$6.00-10.00 \$39.99 & up	Fall: Required first day of class
Equipment Rental and Supplies	\$300.00 and up	
CPR Certification	\$60.00	Fall Semester
Graduation fee	\$25.00	Spring Semester
Dental Assisting National Board Certification <a href="https://www.danb.org/">https://www.danb.org/</a>	\$425.00	Summer Term
Trajecsys	\$150.00	Fall Semester
Radiology Badge	\$125.00	Fall Semester

The items listed above do not include tuition, books, or immunization requirements for entrance into the dental assisting program. Please note the items listed are an estimated cost and are subject to change.

## **CPR**

All students entering the Dental Assisting Program must obtain CPR certification by first day of class. If you are already certified in CPR, please reference the following link: [danb.org \certification\cpr-providers](https://danb.org/certification/cpr-providers) to ensure that your certification meets program standards.

Course must include CPR, hands-on exam and not expire for two years. Students must upload a copy of your card front and back to Viewpoint by the first day of class.

There will be classes held on our campus if you would like to sign up.

## **Medical Expenses**

All medical expenses incurred during the program will be the responsibility of the student. Students are required to maintain adequate medical insurance coverage. Students are responsible for paying the cost of any medical care which might be necessary if the student is injured or becomes ill while participating in the laboratory or clinical area. The college does not provide insurance coverage for such situations.

## **Pregnancy Policy and Release Form**

Neither Alamance Community College or off campus dental sites and their personnel shall be held responsible for the health of the pregnant student or the fetus.

### **Students will adhere to the following guidelines:**

1. The student will notify the department head immediately once pregnancy is suspected.
2. Within fourteen days after notifying the department head that pregnancy is suspected, the student will schedule an appointment with her physician for pregnancy verification examination testing. At the appointment the student shall inform the physician that she is currently enrolled in the Dental Assisting Program at Alamance Community College.
3. Within five days of verification of pregnancy by physician, the student will submit to the department head a verification of pregnancy letter form the attending physician. The letter must contain the anticipated delivery date and a statement of any physical limitation/restriction.
4. Once pregnancy is confirmed, the department head will inform the other department faculty members and any off campus clinical sites where the student has been assigned.
5. The student will be required to sign and submit a release form to the department head.
6. The student will inform the department head of any changes in pregnancy status and condition.

### **Precautions in Radiology Courses for the pregnant student:**

1. The student must stand outside the lead walls with the exposure room door closed when any exposure is made.
2. The student must wear a radiation detection badge whenever they are in the radiology lab, and during all clinic hours. The badge will be monitored by Alamance Community College.
3. The student must complete all curriculum radiographic requirements.

### **Professional Participation & Service Learning**

In keeping within the mission statement and goals of Alamance Community College, students will be required to participate in service-learning activities and attend various functions. Some of these will be part of course activities for grades, and for bonus points. Many activities are for the student's own professional development without grades or bonus points. Most of the opportunities are off campus and outside of class time.

### **Dental Assisting Club**

Students are encouraged to continue the Dental Assisting Club that is fully established. This club promotes dental assisting as a career option and is dedicated to dental health for all people. It attempts to influence health care, foster awareness, and encourage participation in community affairs concerning dental health care. The students are free to elect officers, conduct business meetings, and have fundraising projects within the parameters set by the Student Government Association. A faculty member will be the club advisor and will provide further information throughout the program.

## **Dental Assisting Facilities**

### **Locker Room**

- The locker room is shared with day and evening dental assisting students and cooperation among students is expected.
- Each student is responsible for providing their own lock. Lockers must be kept locked at all times. A duplicate key or lock combination must be turned in to your instructor. ACC is not responsible for lost or stolen items.
- A small refrigerator and microwave are available for use in the locker room. Please adhere to the posted requirements for use. Up to forty students share these areas so due to space, so if your lunch is in an insulated bag, please do not store it in the refrigerator.
- Students are responsible for cleaning out their lockers/locker rooms at the end of spring semester, before graduation.
- Daily cleanliness of the locker room is the responsibility of students.

### **Study and Lunch Area**

- Students may study and eat in classroom 326 and 309 dental lab when labs is not being conducted.
- Students will keep these areas clean and neat, or this privilege will be revoked.

## Academic Policies

### Attendance

The Dental Assisting Department has an attendance policy that supersedes the college's 20% absence drop as stated in the Student Handbook. Students are expected to attend all scheduled classes and labs. Although it is recognized that special circumstances, (i.e. court/jury duty, illness, or death of an immediate family member) may occur, students may use the minimum number of absences allowed for each dental course.

Course	Maximum Hours Absent
DEN 100 Basic Oral/Facial Anatomy	4 hours
DEN 101 Preclinical Procedures	6 lecture hours, 6 lab hours
DEN 102AB Dental Materials DEN 102BB Dental Materials	3 lecture hours, 4 lab hours (Fall & Spring semester)
DEN 111 Infection/Hazard Control	4 hours
DEN 103 Dental Sciences	4 hours
DEN 104 Dental Health Education	4 hours
DEN 105 Practice Management	4 hours
DEN 106 Clinical Practice I	12 hours
DEN 112AB Dental Radiology DEN-112BB Dental Radiology	2 lecture hours, 3 lab hours (Fall & Spring semester)
DEN 107 Clinical Practice II	24 hours

**Tardy:** Students are marked tardy if ten minutes late for a class, lab, or clinic. Three tardies in one class equals one entire absence. Students who are late twenty minutes or more for a class, lab, or clinic will be marked absent for the entire period. The dental assisting faculty encourages time management. Always being on time will be to your advantage when seeking future employment.

**This policy replaces the general attendance policy in the ACC Student Handbook. A student who exceeds the maximum number of allowable absences for any of the above courses will be dropped from that course.**

**A student who is dropped from any DEN prefix course in the Dental Assisting Curriculum will be DISMISSED FROM THE PROGRAM. Appeals for re-admission will be processed according to the procedures outlined in the current ACC Student Handbook.**

## Professional Development

A list of professional qualities of credentialed dental assistant has been included in this handbook. Deviations from these qualities would be determined and discussed at the time of each violation. Evaluation of the qualities listed will be discussed with the student each semester. Written comments may be given, and records maintained.

- The first violation will be subject to a warning with no point deduction
- Second violation the student will have two points deducted from the total course points in which the violation occurred.
- Violations beyond the second violation the student will have five-point reduction in course points for the course in which the violation occurred.
- A student with a five-point reduction will be required to complete two self-assessments per semester. These self-evaluations would be discussed with the Dental Assisting faculty.
- In the instance of repeated violations, the student will be subject to dismissal from the program.

Each faculty member may have additional methods of evaluating and handling violations of these professional qualities. See each course syllabus for details.

## Professional Development Criteria

Listed below are professional qualities of a credentialed dental assistant. Deviations of these qualities will be determined and discussed at the time of each violation.

**3 = Meets Criteria      2 = Progressing      1 = Needs Improvement**

	MID	FINAL
<b>1. Following directions:</b>		
a. Completes assignments correctly and on time		
b. Adheres to the Dental Assisting Student Handbook		
<b>2. Cooperation:</b>		
a. Works well with others		
b. Accepts assignments willingly		
c. Follows Dental Assisting Department Policies and ACC Policies		
d. Respects others and their personal and academic properties		
e. Volunteers time and works when needed without specific directions		
<b>3. Self-discipline:</b>		
a. Attends lecture, laboratory, and other off campus assignments according to schedule		
b. Time management; on time for class, labs and clinicals		
c. Completes assignments as directed and turns them in on time		
d. Accepts suggestions to improve work		
e. Uses appropriate choices to make decisions		
<b>4. Safety:</b>		
a. Uses and stores instruments and equipment properly		
b. Follows PPE requirements as stated in Department Policies and OSHA		
c. Identifies and follows emergency procedures per ACC protocol		
d. Demonstrates knowledge of location of emergency equipment		
e. Provides patient protection according to procedure		
<b>5. Appearance:</b>		
a. Utilizes clean PPE equipment required by OSHA		
b. Practices grooming according to Dental Assisting department policies		
<b>6. Conduct:</b>		
a. Shows honesty and respect for other people		
b. Refrains from using slang, abusive, or obscene language		
c. Refrains from rudeness to faculty, staff, patients and other students		
d. Does not gossip about other students, faculty, staff or patients		
e. Informs instructor/supervisor of absent/tardiness according to department policies		
f. Utilizes professional language and terminology		
g. Refrains from theft and destruction of property		
h. Refrains from cellphone use during lecture, lab, and clinic sessions		

## Professional Development Violation Report

Violation (circle as appropriate):

- |                         |                         |
|-------------------------|-------------------------|
| 1. Following Directions | 4. Safety               |
| 2. Cooperation          | 5. Proper Appearance    |
| 3. Self-Discipline      | 6. Professional Conduct |

Comments:

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Student's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Instructor's Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Discipline Action:** Discipline and possible dismissal from program:

1. Theft or destruction of any property while at ACC campus or ACC clinical assignment
2. Conviction of a felony
3. Conviction of a misdemeanor
4. Assault and battery
5. Possessing or selling illegal drugs
6. Immoral, indecent or illegal conduct at clinical assignments or on college campus

Student's Name: \_\_\_\_\_

Semester and Program Year: \_\_\_\_\_

## Grading Scale

All dental assisting courses will use the following grading scale to determine student's final course grades:

A = 100 – 93

B = 92 – 85

C = 84 – 77

D = 76 – 69

F = Below 69

## Cell Phones

**No phone calls, including text messages, may be initiated or received during class time.** Cell phones, I-pods and other electronic devices will **only** be in student's possession during class time if set on vibrate and if approved by instructor prior to the start of each class. Professional Development Violation may be filed for offense. See separate course syllabus for additional restrictions.

## Computer Requirements/Usage

Students will be required to use Microsoft PowerPoint and Word, Moodle, e-mail and the internet on a routine basis to complete program requirements throughout the program. Check individual instructor's syllabus for additional criteria.

## Academic Integrity Policy

Students are on their honor to submit work that is the result of their best personal effort. Any student cheating on class or lab assignments will receive a grade of zero for the assignment. Any student cheating on a quiz, test, or exam will receive a WF for the course and will be dismissed from the Dental Assisting Program. A formal complaint will be filed with the Dean of Student Development.

## Social Media Policy

In online social networks the lines between public and private, personal and professional are blurred. Just by identifying yourself as a representative of Alamance Community College Dental Assisting Program, you are creating perceptions about the dental assisting program and your expertise. Be sure that all content associated with you is consistent with your abilities and the college and programs reputation.

This document serves as the official policy for student use of social media in the dental assisting program. These guidelines apply to all students creating or contributing to any kind of social media. The department trust that you will adhere to these policies. If, for any reason an incident occurs that violates the policy, we expect you to bring it to our attention immediately so we can work together toward a resolution.

## **Your Online Reputation**

The information you post and share online is NOT confidential. Assume anything you post or are tagged by is visible to the world at large; and may affect your professional reputation for years to come. Today many employers and academic institutions routinely search potential candidate's online reputations.

### **Guidelines**

Live by the college's mission and the program's purpose as stated in the Dental Assisting handbook.

Adhere to FERPA and HIPPA Acts

Be respectful and professional as addressed in the Dental Assisting handbook.

Do not post or link anything (photos, videos, web pages, audio files, forums, groups, fan pages, etc.) to your social networking sites that you wouldn't want friends, peers, parents, teachers, instructors, college admissions officers, or future employers to access. What you present on social networking forums represents you forever.

Permission to post photos or/and videos of all participants must be obtained prior to posting. Keep in mind the standards and professionalism stated in the handbook.

### **Schedule Changes**

Each instructor has the discretion to alter a course schedule and assignments, testing, or evaluations to benefit the learning process and increase student success.

### **Student Responsibilities**

As a college-level consumer of education, students in the Dental Assisting Program are expected at all times to:

- Be aware of their academic standing, comply with all stated requirements, and seek counseling when appropriate
- Address instructors and classmates professionally and with civility; settle differences maturely.
- Be familiar with the all Policies and Procedures.
- Follow infection control protocol explicitly.
- Keep patient information confidential and provided by HIPPA.
- Be prepared to begin class/clinic/lab at the appointed time.

- Properly maintain clinical equipment according to directions, be responsible in reporting misuse or damage
- Keep all cabinets clean, neat, and filled with necessary supplies as directed.
- Keep the floor around your unit clean and clear.
- Maintain ethical and professional interactions with peers and faculty.
- Absent or tardy is it the students' responsibility to contact the appropriate dental assisting faculty on the first day you return to class to discuss any missed assignments

### **Uniform Information**

All students are required to be in full uniform on the first day of class. The uniforms can be purchased through Uniform Destination. They will have all requirements for the ACC Dental Assisting program available at the below location.

All uniforms will need to be ordered by June 30th to have them ready for the first day of class.

Full uniforms consist of lab jacket, pants, top and solid black shoes, a detailed uniform policy can be found in the Dental Assisting handbook for reference.

In addition to the first day of class all students are to be in uniform Monday- Fridays for all classes, including EL format. Please feel free to contact the Dental Assisting department for any further questions.

### **Mebane, NC**

Tanger Outlets of Mebane  
 I-40/85, Exit 154, Arrowhead Blvd.  
 10 min. west of Durham  
 4000 Arrowhead Blvd. Ste 224  
 Mebane, NC 27302  
 PH# 919-563-1320

### **Attire and Personal Grooming Regulations**

- Lab coats must be clean, wrinkle free and snapped. Full uniform and clinic shoes are required in all laboratory and clinical sessions. Shoes must be black, clean, completely cover the foot, and be worn with black socks. No colored, printed, or thong undergarments with uniforms. Pants must be hemmed up off the floor and midriff must be covered.
- Personal Protective Equipment (PPE): (i.e. gloves, masks, safety glasses) are NOT to be worn anywhere except the dental clinic. Safety glasses face shields, or prescription eyeglasses with side shields, must be worn in the clinic, laboratories and clinical rotation sites at all times. Students must purchase these items. Lab coat, gloves, masks, and safety glasses will be worn for all patient contact. Infection control supplies will be purchased through the dental assisting department.

- Fingernails must not extend beyond fingertips, clean, and have no artificial covering
- Hair must be neat, clean, and completely secured off the face and shoulders and styled in an appropriate manner. Ponytails must be secured close to the head in a braid or tight bun. Hairstyles must not obstruct the vision of the dental assistant or be conducive to collecting airborne particles. Males must have no facial hair.
- No costume jewelry will be worn in the clinic. However, a wedding band with no protruding stones. Medical Alert jewelry is exempt. No facial piercings or intraoral jewelry will be allowed while in full uniform.
- Students must not eat, chew gum, or smoke in the clinic, laboratories, or off-campus dental facilities. Dental Assisting students will refrain from the use of tobacco products while in clinic uniform.
- Only minimal makeup is allowed. No bold or layered eye shadow or sequins will be worn on the face.
- Visible tattoos must be covered via clothing, bandages, makeup, etc.
- Teeth must be clean and breathe fresh in the classroom, when working in the college clinic, and at all off campus assignments.
- Good personal hygiene is a daily requirement, i.e. bath or shower, and deodorant. Students shall be free of all offensive odors, i.e. food, smoke, body, breath, heavy perfume in clinical settings, including ACC Assisting clinics, labs, classrooms, off campus clinical sites, and other off campus assignments.
  - Lack of good personal hygiene can negatively affect your performance during your clinical rotations.

**If any of the above regulation(s) are not met the student will be subject to dismissal from the assigned class, lab, or and clinical site until met. Student will incur absences while not in assigned area. Students who violate the departmental attendance policy will be dismissed from the class.**

## **Patient Requirements**

Each student will be required to successfully complete a minimum number of procedures with patients in specific Dental Assisting courses. It is the student's responsibility to provide his/her own patients that meet stated criteria for the course (see individual course requirements).

Students will need a minimum of two adult patients to meet specific curriculum requirements regarding Full Mouth Series of Radiographs. Details will be presented in DEN 112AB/DEN 112 Dental Radiology.

## **Student Services, Opportunities and Contacts**

Check the current college catalog and student handbook for a complete listing for all students. These include, but are not limited to, financial aid, transfer, student's rights, learning disabilities, and sexual harassment.

## **Study Groups and Open Labs**

The courses in this curriculum are very "science based" and it is strongly recommended that you **read the textbooks**. Instructors may give handouts and make lectures available for students many times outside of class. If you need extra assistance, guidance, or clarification, we encourage you to make an appointment with your instructor.

Open lab time is offered on Wednesdays and Thursdays in the fall semester. Spring/Summer semester days to be announced. This lab time is available and strongly encouraged for all students to participate for study time in the dental assisting department. Faculty assistance will be available during posted hours.

We encourage all Dental Assistant students to participate in study groups. You may also come into the department and practice your chairside skills, or to study in the evenings when classes (lectures) are in session for our night students.

## **Missed Demonstrations and Required Lab Proficiencies**

Due to the nature of this curriculum, weekly (and sometimes daily) lab proficiencies and skills are demonstrated by a dental assisting instructor. Time constraints make it difficult for proficiencies or skills to be repeated during class or lab time. If you need a skill or proficiency repeated due to an absence, you must make an appointment with the appropriate instructor to meet during the "open lab" time. See course syllabus for specifics.

It is the student's responsibility to ensure that all lab skills and proficiencies not graded are completed by given deadline. Failure to adhere to this policy will result in a grade of "0" (zero) for that specific assignment.

## Clinical Protocol

### Clinical Rotations Assignments

DEN 106 Clinical Practice I is the beginning of the dental office clinical rotation experience. Each student will receive a clinical assignment in the length of 4-5 weeks. Students may have to travel 30 miles from the ACC Graham Campus for clinical rotations. During this course you will have three to five different clinical assignments based on the colleges schedule to include but not limited to holidays and breaks.

Clinical rotation assignments allow students to enhance the skills demonstrated and practiced during DEN 101 Preclinical Procedures. The opportunity for each student to experience an overview of clinical chairside procedures performed in General and Specialty dental practices/clinics.

### Clinical Rotation Hours

Students must earn a **minimum of 384 clinical hours** to meet DEN 106 Clinical Practice I and DEN 107 Clinical Practice II course requirements. The above hours listed are calculated based on dates and times of the college schedule.

**Please note:** If you go to the assigned dates and attend the suggested office hours of the assigned clinical office, each student will earn in excess of the minimum hours required for this course. Any student not meeting minimum clinical hours in DEN 106 Clinical Practice I, will not be allowed to progress to DEN 107 Clinical Practice II. See Clinical Guidelines for additional information for recording clinical timesheets.

## **Clinical Rotation Guidelines**

In addition to the Dental Assisting Handbook the following guidelines are set to assist each student in building a professional and lasting relationship in the dental community.

### **Arrival and Departure**

Arrive at the office at the same time as the supervising dental team members arrive. Observe breaks according to the accepted policy of the site you are assigned. Be mindful of the dental teams' privacy and only enter into break areas as invited/instructed. Leave the office as directed for lunch hour(s), unless otherwise asked by an office team member or Dentist to stay in office. Departure from office should be when all other team members leave for the day.

If you have to leave the assigned office outside of the sites regular business hours you must discuss it with your assigned supervising team member at the time of your arrival to determine when your departure would be the least disruptive to their schedule. Once determined please notify your instructor via phone, email or Remind notification at your earliest approved break. In case of a personal emergency please notify the dental office team member and instructor as soon as possible.

### **Utilization of Time**

Assigned clinical rotations are for the sole purpose of gaining skills in dental office procedures and developing an attitude of responsibility toward the patient and the profession. Each student is to utilize their time effectively to gain the knowledge to be successful in the career as a dental assistant. This time will not be used to work on course assignments, studying, personal reading, making personal phone calls or receiving personal visitors. All cell phones must be left in vehicle during clinical rotation assignments. At no time should a student have their cell phone in their position. Permission may be required from your assigned clinical office to share contact number with daycare, spouse/significant other, etc. for family emergencies ONLY.

### **Trajecsys**

Students must clock into Trajecsys upon arrival to the dental offices, depending for lunch, clocking back in from lunch, and leaving at the end of the day. These times must be recorded and approved by the Trajecsys Coordinator and Clinical Rotation Supervisor. Student must clock-in and clock-out correctly to show attendance and earn necessary clinical hours for course completion. Failure to properly record hours in Trajecsys will result in loss time and student will be responsible for making up any lost time.

## HIPPA

HIPPA training is provided in this course and covers ALL clinical rotation sites. Each student will be held accountable for **any** breach that may occur. A breach of HIPPA in any capacity will result in dismissal from the clinical site as well as the dental assisting program. Any re-entry into the program will be reviewed by Administration.

## Professionalism Point System

The below point system is used to ensure that students are being assessed and upon graduation are employable as a DA II. All students start the beginning of the semester with 100 points and using the below scale will be deducted as noted. Students will be notified if any of the below deductions are taken per each clinical rotation.

Areas of Consideration	Points Deducted from Professionalism (20%)	Clinical Evaluation Deductions per Instructor
Uniform policy not observed	10 pts	
Failure to notify assigned dental office <b>and</b> instructor of <b>any</b> absence or tardy.	10pts	5-point final grade reduction on evaluation
Complaint of personal cell phone use, texting or checking messages during rotational assignment hours	50 pts.	1 <sup>st</sup> offense: 3 pt. final grade reduction for office site evaluation. 2 <sup>nd</sup> Offense: 5 pt. final grade reduction for course total.
Clinical site request student removal: <i>ex. HIPPA violation, unsafe/dangerous, exhibiting unprofessional behavior</i>	75 pts.	<b>Dismissal from program, at approval of Dept. Head and Dean.</b>

# ACC Dental Assisting Department

## Emergency Procedures

- 1. CALL 911!! IF PATIENT IS UNRESPONSIVE!**
- 2. Initiate CPR (Using C-A-B method)**
- 3. Acquire AED from the main clinical hallway**
- 4. Inform operator (O) where to direct emergency response team**
- 5. Continue to administer CPR if needed, until Emergency Response Team arrives.**

## Equipment Location

AED located in the Main Building third floor across from office 341 hallway

Emergency kit located in the Sterilization Area of the Dental Clinic left of autoclave sterilizer third drawer labeled "Emergency Kit".

Oxygen tank (and required equipment) located in the sterilization area under countertop left side.

# CPR is as easy as **C-A-B**



## **C**ompressions

Push hard and fast  
on the center of  
the victim's chest



## **A**irway

Tilt the victim's head  
back and lift the chin  
to open the airway



## **B**reathing

Give mouth-to-mouth  
rescue breaths

American Heart  
Association



*Learn and Live*

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## Performing Cardiopulmonary Resuscitation (One Person)

### EQUIPMENT AND SUPPLIES

Mannequin approved by the American Heart Association (AHA) and equipped with a printout for demonstration of proper technique (for instruction purposes and mock emergency drills).

### PROCEDURAL STEPS FOR ADULT, CHILD, INFANT CPR

#### Determine Unresponsiveness

Approach the victim and check for signs of circulation, such as normal breathing, coughing, or movement in response to stimulation. Pinch or tap the victim and ask, "Are you OK?"

#### Initiate Assistance

If there is no response, **call for assistance** and ask someone to call 911; obtain an AED/defibrillator if available.

1. If there is no response, call for assistance and ask someone to call 911; obtain an AED/defibrillator if available.
2. If you are alone, and your patient is an adult, phone 911 first, and then begin compressions.
3. If the patient is a child, give 2 minutes of compression first, then call 911.

#### Initiate Compressions

4. Kneel at the victim's side opposite the chest. Move your fingers up the ribs to the point where the sternum and the ribs join. Your middle finger should fit into the area, and your index finger should be next to it across the sternum.
5. Place the heel of your hand on the chest midline over the sternum, just above your index finger. Place your other hand on top of your firsthand and lift your fingers upward off the chest.
6. Bring your shoulders directly over the victim's sternum as you compress downward and keep your arms straight.
7. Provide 30 chest compressions at a rate of 100/minute with adequate depth. Specific techniques to remember during compressions are as follows:
  - Push hard and fast.
  - Allow complete chest recoil after each compression.
  - Minimized interruptions in compressions.
  - Avoid excessive ventilation.
  - If multiple rescuers are available, they should rotate the task of compressions every 2 minutes.

8. For adults and children over 8, compress the chest a depth of at least 2 inches (5 cm).
9. For infants compress the chest a depth of about 1-1/2 inches (4 cm).

### **Airway and Ventilation**

10. Opening the airway (followed by rescue breaths to improve oxygenation and ventilation) should be completed only if there are two rescuers and one of the rescuers is trained in CPR.
11. Once chest compressions have been started, a trained rescuer should deliver rescue breaths by mouth-to-mouth or bag-mask to provide oxygenation and ventilation, as follows:
  - Deliver each rescue breath over 1 second.
  - Give a sufficient tidal volume to produce visible chest rise.
  - Use a compression to ventilation ratio of 30 chest compressions to 2 ventilations.
  - Repeat ongoing cycles of CPR until EMS arrives, the person starts breathing, someone comes with an AED, or another trained rescuer takes over.
12. Document emergency response in the patient record.

## Oxygen Tank



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## Preparing the Oxygen System

**Note:** If the dental office is equipped with a nitrous oxide-oxygen unit, the oxygen from these units can be used in emergency situations.

### EQUIPMENT AND SUPPLIES

- Portable oxygen system
- Gauge regulator
- Tubing
- Face mask

### PROCEDURAL STEPS

- Confirm that the cylinder contains oxygen by checking the color and the pin index grouping.
- Slowly open the main valve at the top of the cylinder until gas starts to come out; then immediately close the valve.
- Attach the regulator by aligning the pin index into the cylinder holes.
- Tighten the clamp to ensure an adequate seal.
- Open the valve two full turns. Check the pressure gauge to make sure that it is showing approximately 2000 pounds per square inch.
- Purpose: This much pressure is necessary for the oxygen to flow at a proper rate.
- Attach the tubing, if it is not already attached.
- Position the mask comfortably over the patient's face.
- Note: Make sure that the mask is positioned so that it covers the nose and mouth and forms a good seal.
- Document emergency response in the patient record.

## Airway Obstruction: Choking

### Responding to the Patient with an Obstructed Airway

#### SIGNS AND SYMPTOMS

- Patient grasping at throat – the universal sign of choking
- Ineffective cough
- High-pitched breathing sound
- Respiratory difficulty
- Change in skin color

#### PROCEDURAL STEPS

##### Care of the Patient

- If the patient cannot speak, cough, or breathe, the airway is completely blocked. Immediately call for assistance and begin administering abdominal thrusts (Heimlich maneuver).
- Make a fist with one hand and place thumb side of hand against the patient's abdomen, just above the navel and below the xiphoid process of the sternum.
- Grasp the fist with the other hand and forcefully thrust both hands into the abdomen, using an inward and upward motion.
- Repeat these thrusts until the object is expelled.

##### Responding to the Conscious Seated Patient

- Do not try to move the patient out of the dental chair before you administer the Heimlich maneuver.
- **Purpose:** Patient movement may cause the lodged item to be swallowed.
- Place the heel of one hand at the patient's abdomen above the navel and well below the xiphoid process.
- Place the other hand directly over the first hand. Administer a firm, quick, upward thrust into the patient's diaphragm.
- Repeat this maneuver 6 to 10 times as needed until the object is dislodged, or until advanced emergency assistance arrives.
- Document emergency response in the patient record.

## Syncope (Fainting)

### Responding to the Unconscious Patient

#### SIGNS AND SYMPTOMS

- Feeling of warmth or flushing (flushed)
- Nausea
- Rapid heart rate
- Perspiration
- Pallor (pale skin color)
- Lower blood pressure

#### RESPONSE STEPS

- Place the patient in a sub supine position with the head lower than the feet.  
**Purpose:** This position causes blood to flow away from the stomach and back toward the brain; this is frequently sufficient to revive the patient.
- Loosen any binding clothes on the patient.
- Have an ammonia inhalant ready to administer by waving it under the patient's nose several times.
- Have oxygen ready to administer.
- Monitor and record the patient's vital signs.
- If unresponsive, call for emergency assistance (911).

## Postural Hypotension

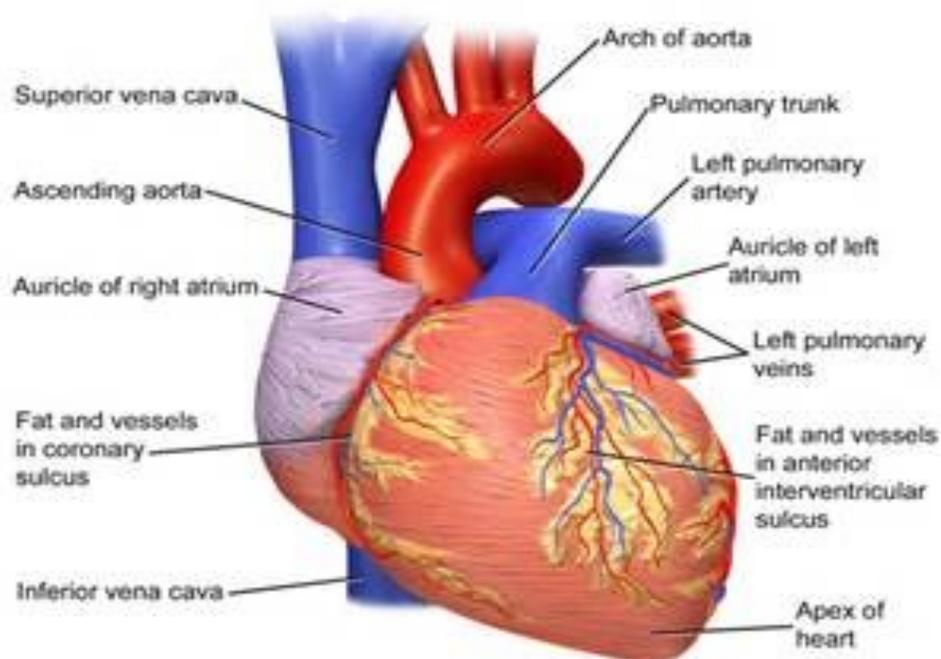
### SIGNS AND SYMPTOMS

- Low blood pressure
- Altered state of consciousness to possible loss of consciousness

### RESPONSE STEPS

- Place the patient in a sub supine position with the head lower than the feet. **Purpose:** This position causes blood to flow away from the stomach and back toward the brain; this is frequently sufficient to revive the patient.
- Establish an airway.
- Slowly move the patient into an upright position.
- Monitor and record vital signs.
  - If unresponsive, call for emergency assistance (911).

## Angina and Myocardial Infarction



**Superficial Heart Anatomy (Anterior)**

## **Responding to the Patient with Chest Pain**

### **Angina Attack**

#### **SIGNS AND SYMPTOMS**

- Tightness or squeezing sensation in the chest
- Pain radiating to the left shoulder
- Pain radiating to the left side of the face, the jaw, and the teeth

#### **RESPONSE STEPS**

- Call for emergency assistance (911).
- Position the patient upright.
- Medicate with nitroglycerine (tablets, spray, or topical cream).
- Administer oxygen.
- Monitor and record vital signs.

### **Acute Myocardial Infarction (Heart Attack)**

#### **SIGNS AND SYMPTOMS**

- Chest pain ranging from mild to severe
- Pain in the left arm, the jaw, and the teeth
- Shortness of breath and sweating
- Nausea and vomiting
- Pressure, aching or burning feeling of indigestion
- Generalized feeling of weakness

#### **RESPONSE STEPS**

- Call for emergency assistance (911).
- Initiate basic life support (CPR) if the patient becomes unconscious.
- Ready the nitroglycerin from the office's emergency kit.
- Administer oxygen.
- Monitor and record vital signs.

## **Responding to the Patient Who Is Experiencing a Cerebrovascular Accident (Stroke)**

### **SIGNS AND SYMPTOMS**

- Paralysis
- Speech problems
- Vision problems
- Possible seizure
- Difficulty swallowing
- Headache
- Unconsciousness

### **The 4 “S” Test**

- Symmetrical facial features
- Speech-are they able to speak?
- Swallow-can they swallow?
- Squeeze-can they squeeze both of your hands?

### **RESPONSE STEPS**

Call for emergency assistance (911).

- Initiate basic life support (CPR) if the patient becomes unconscious.
- Monitor and record vital signs.

## Hyperventilation and Asthma Attack

### Responding to the Patient with a Breathing Problem

#### Hyperventilation

##### **SIGNS AND SYMPTOMS**

- Rapid, shallow breathing
- Light-headedness
- Tightness in the chest
- Rapid heartbeat
- Lump in the throat
- Panic-stricken appearance

##### **RESPONSE STEPS**

- Place the patient in a comfortable position.
- Use a quiet tone of voice to calm and reassure the patient.
- Have the patient breathe into his cupped hands.  
**Note:** Some sources will indicate to breathe into a paper bag, but a patient's cupped hands have been found to be better.  
**Purpose:** This response increases the carbon dioxide supply and restores appropriate oxygen and carbon dioxide levels in the blood.

## Asthma Attack

### SIGNS AND SYMPTOMS

- Coughing
- Wheezing
- Increases anxiety
- Pallor
- Cyanosis (bluish skin around the nails)
- Increased pulse rate

### RESPONSE STEPS

- Call for assistance.
- Position the patient as comfortably as possible (upright is usually best).
- Have patient self-medicate with an inhaler.
- Administer oxygen as needed.
- Assess and record vital signs.

## Allergic Reaction and Anaphylaxis

### Responding to the Patient Who is Experiencing an Allergic Reaction

#### Localized Rash

### SIGNS AND SYMPTOMS

- Itching
- Erythema (skin redness)
- Hives

### RESPONSE STEPS

- Identify area of rash.
- Monitor and record vital signs.
- Prepare an antihistamine for administration if necessary.
- Be prepared to administer basic life support (CPR) if necessary.
- Refer the patient for medical consultation.  
**Purpose:** If the patient has an allergic reaction once, he or she may become increasingly hypersensitive and may have a life-threatening response the next time.

## Anaphylaxis

### SIGNS AND SYMPTOMS

- Feeling physically ill
- Nausea and vomiting
- Shortness of breath
- Heart arrhythmia (irregular heartbeats)
- Sudden drop in blood pressure
- Loss of consciousness

### RESPONSE STEPS

- Call for emergency assistance (911).
- Place the patient in a supine position.
- Start basic life support (CPR) if the patient becomes unconscious.
- Prepare epi pen for administration.
- Administer oxygen.
- Monitor and record vital signs.

## Responding to the Patient Who Is Experiencing a Convulsive Seizure

### Grand Mal Seizure

#### SIGNS AND SYMPTOMS

- Unconsciousness
- Increased body temperature
- Rapid heart rate
- Increased blood pressure

#### RESPONSE STEPS

- Call for emergency assistance (911).
- If a seizure occurs while the patient is in the dental chair, quickly remove all materials from the mouth, and place the patient in a supine position.  
**Purpose:** The patient could inflict self-harm if something is in the mouth. Do not place anything in the patient's mouth during a seizure.
- Protect the patient from self-injury during movements caused by the convulsion.
- Prepare anticonvulsant (diazepam) from the drug kit if necessary.
- Initiate basic life support (CPR) if necessary.
- Monitor and record vital signs.

## Petit Mal Seizure

### SIGNS AND SYMPTOMS

- Intermittent blinking
- Mouth movements
- Blank stare
- Not responsive to surroundings; seems to be in his or her own world

### RESPONSE STEPS

- Protect patient from self-injury.
- Monitor and record vital signs.
- Refer patient for medical consultation.

## Responding to the Patient Who Is Experiencing a Diabetic Emergency

### Hyperglycemia

#### SIGNS AND SYMPTOMS

- Excessive urination
- Excessive thirst, dry mouth, and dry skin
- Acetone breath (fruity smell)
- Blurred vision and headache
- Rapid pulse
- Lower blood pressure
- Loss of consciousness

#### RESPONSE STEPS

- If the patient is conscious, ask when he or she last ate, whether the patient has taken insulin, and whether he or she brought insulin along to the dental appointment.  
**Purpose:** If the patient has already eaten but has not taken insulin, he or she needs insulin immediately.
- Retrieve the patient's insulin if it is available. If able, the patient should self-administer the insulin.
- Call for emergency assistance (911) if necessary.
- Provide basic life support (CPR) if the patient becomes unconscious.
- Monitor and record vital signs.

## Hypoglycemia

### SIGNS AND SYMPTOMS

- Mood changes
- Hunger
- Perspiration
- Increased anxiety
- Possible unconsciousness

### Response Steps

- If the patient is conscious, ask when he or she last ate, whether the patient has taken insulin, and whether he or she brought insulin along to the dental appointment.
- Give a concentrated form of carbohydrate, such as a sugar packet, cake icing, or concentrated orange juice.  
**Purpose:** These substances will be absorbed rapidly into the bloodstream.
- Call for emergency assistance (911) if necessary.
- Provide basic life support (CPR) if the patient becomes unconscious.
- Monitor and record vital signs.

## **Needle Stick/Sharps Injury Protocol**

An exposure incident is a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of a student's duties.

### **Clinical Incident Exposure Protocol:**

1. Clean the wound immediately with soap and water.
2. Advise the dental team member that you report to of the incident; who then will notify The Dental Assisting Department.
3. If the dental office team member knows which patient the instrument was used on, they will ask the patient to remain in the office if available until it can be determined if there is need to have the patient tested. (Remember that the patient has the right to refuse any test.)
4. The dental team member and the Department Head/ Instructor will go over criteria with you to determine if there is a need for you and the patient to be tested.
5. All incidents must be recorded on an Injury Log form provided by the Dental Assisting Department.
6. If testing is recommended or requested, the dental assisting student is to utilize their Family/Internal Medicine Physician or if not available we recommend Acute Care at Alamance Regional Medical Center, 1240 Huffman Mill Road, Burlington NC 336-538-8400

### **Disclaimer Statement**

The policies and procedures contained within this handbook are not all inclusive; additional information may be relayed in class as necessary. Any changes to policies, rules and procedures will be announced and provided to all students with notice.

Students will be held accountable for this material and will show documentation of having read the policies and procedures in this handbook. We would suggest that this handbook be a constant companion in your book bag.

