

Training Schedule for Clinical Team Members

Week 1

1. Complete tax and other employment forms.
2. Read the office manual. Note questions and discuss with the office administrator.
3. Learn names and responsibilities of other staff members.
4. Begin to learn dental terminology if necessary. A dental dictionary is helpful.
5. Observe and learn:
 - a. Patient flow.
 - b. Communication techniques with patients by dentist and other staff members.
 - c. Practice and refine chairside procedures.
 - d. Learn to review health history forms and emergency patient questions.
6. Learn sterilization techniques; OSHA training.

Week 2

1. Reinforce items from Week 1.
2. Learn tray set-ups.
3. Do some chairside assisting with the hygienist at her/his direction.
4. Learn fee schedule and completion of encounter slip (also called routing slip) and/or computer data entry.
5. Learn beginning and end of day procedures.

Week 3

1. Reinforce items from Weeks I and II.
2. Learn charting method.
3. Learn material storage and inventory system.
4. Practice radiography techniques if you are certified. If not certified, enroll in certification course as soon as possible.
5. Do some chairside assisting with the dentist at her/his direction. Learn treatment procedures.

Week 4

1. Reinforce items from Weeks I, II, and III.
2. Learn scheduling methods.
3. Learn appliance and prosthetic device names and uses.
4. Learn procedure for lab processing; prescription completion.
5. Learn to stock units.
6. Learn details of cleaning units, suctions, hand pieces, x-ray equipment, etc.

Week 5

1. Reinforce items from Weeks I, II, III, and IV.
2. Practice more chairside assisting. Strive to become proficient in techniques which may be delegated under the state practice act.
3. Learn procedure for handling medically compromised patients and their records.
4. Learn office emergency procedures (medical, weather, fire).
5. Become proficient in CPR. Enroll in a class if training is needed.
6. Meet with office coordinator and dentist to review training and plan for additional needs. A written training schedule will give new team members a sense of direction. This training schedule is meant to be an outline only. The outline must be customized for each practice, and thorough training may take longer than 5 weeks.