

The Ultimate Hiring Playbook

for Building Dental Dream Teams
that **WOW** Patients & Stick Around





Introduction

Navigating the intricacies of dental staff hiring for small to mid-sized practices is no easy feat. These practices face challenges ranging from role definition to intense competition for top talent.

This guide provides an in-depth exploration of the hiring process, addresses unique challenges in dental hiring, and highlights the advantages of partnering with a staffing agency that employs W-2 staff, like Kwikly.

Once you've successfully secured a candidate, take advantage of an automated HR platform to help you easily onboard employees, collect e-signatures, and add them to your schedule. Find the HR platforms and tools you need from HR for Health.



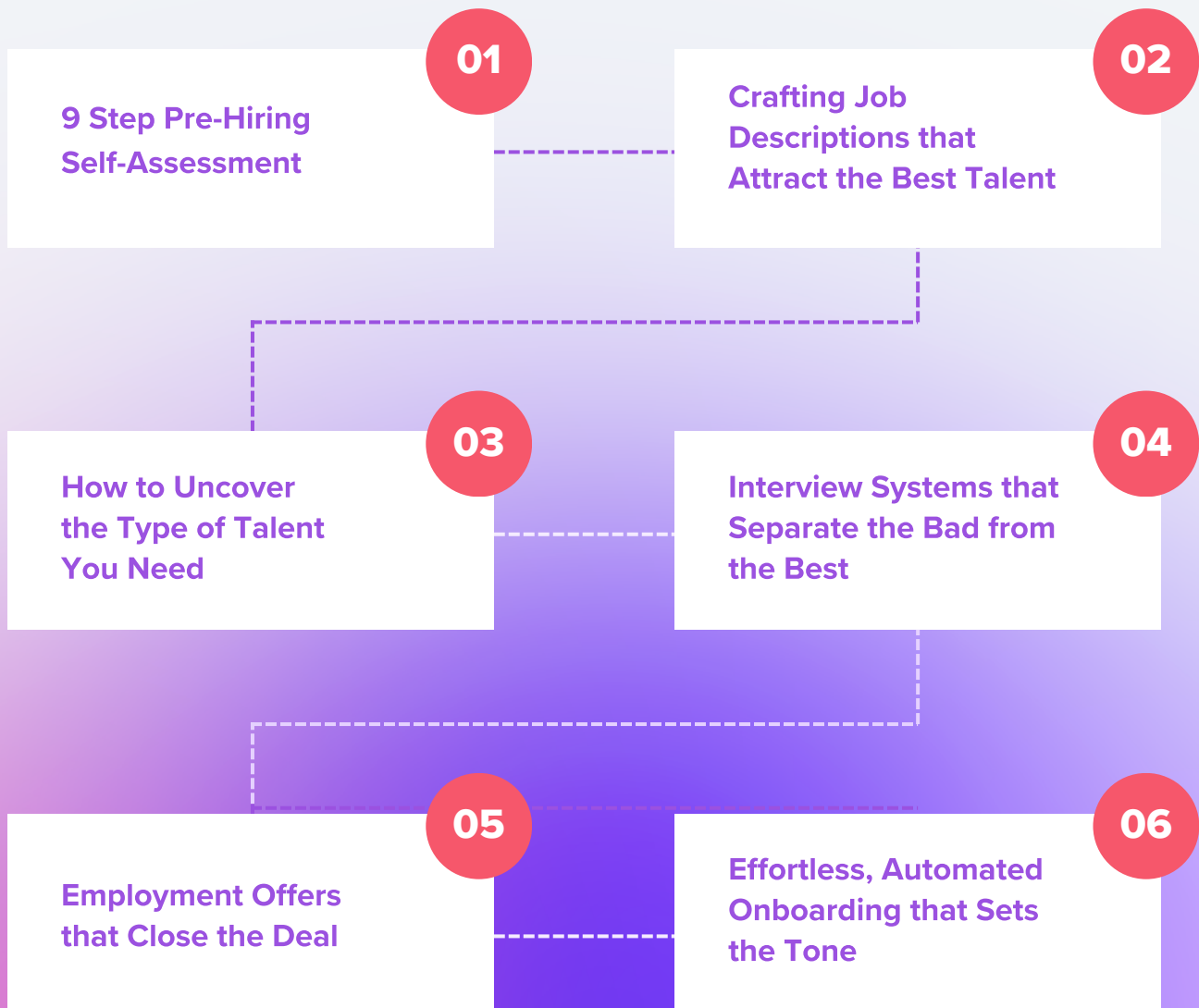
Kwikly Dental Staffing increases practice efficiency by providing high-quality permanent and temporary staff, dedicated customer service, and a powerful platform that makes filling positions in your practice easy.



HR for Health's all-in-one HR software automates your day-to-day tasks, ensuring your practice is running efficiently and compliantly. From timekeeping and payroll, to employee scheduling and more, we have you covered.

Part 1

The 6-Step System to Making You a Strategic, Profitable Hirer



Part 1**9 Step Pre-Hiring Self-Assessment**

Understanding and assessing your workforce needs is a pivotal step in building an effective dental team that fits your business. Too often, management will jump into the hiring process without fully understanding how the role will contribute to the long-term success of the business. This is costly mistake that can lead to wasted human resources or inadequate support for your practice's goals.

Dental practice leaders play a crucial role in this process, as they are tasked with evaluating the current staff composition, identifying gaps in expertise, and foreseeing future requirements. Each position, such as Front Desk staff, Dental Assistants, and Hygienists, contributes uniquely to the practice's success.

These steps will enable you to effectively assess the staffing needs of your practice. This can be documented formally or informally, but working through this process will give you a solid foundation for your hiring process.

01

Evaluate Current Staffing Composition:

Begin by conducting a comprehensive assessment of your current team. Identify the roles and responsibilities each staff member fulfills. Evaluate the workload distribution and take note of any areas where additional support or specialization may be required.

02

Analyze Workflows and Patient Load:

Examine the daily workflows within the dental office. Understand the patient load, appointment scheduling, and peak operational times. Identify bottlenecks or areas where the current team may be stretched, leading to potential service gaps or delays. This analysis provides insights into where additional hands are needed.

03

Anticipate Future Growth and Services:

Consider the long-term goals and growth trajectory of the dental practice. If there are plans to expand services, open new branches, or increase patient capacity, anticipate the corresponding staffing needs. Evaluate the potential impact of a new role on each department and position within the practice.

04

Analyze Workflows and Patient Load:

Take stock of the skills and specializations within the existing team. Identify any gaps that may hinder the practice's ability to offer comprehensive services. This assessment includes both clinical and administrative skills, ensuring that the practice is well-equipped to meet the diverse needs of patients. For example, you may be looking for a dental assistant but you may realize your office also could use help with inventory management. In this instance, finding a professional with specific experience in this area would be very valuable for the practice.

05

Incorporate Technological Advancements:

In the modern dental landscape, technology plays a significant role. Assess the current technological infrastructure and identify areas where additional expertise or training may be required. Consider whether new hires should possess specific software proficiencies or certifications relevant to modern dental practices.

06

Gather Input from Team Members:

Engage with existing team members to gather their insights on workload, challenges, and areas where additional support is needed. Their perspectives offer valuable frontline insights that may not be immediately apparent from a managerial standpoint. Encourage open communication to foster a collaborative hiring strategy.

07

Factor in Budgetary Considerations:

Evaluate the budgetary constraints and considerations associated with hiring new staff. Determine the financial feasibility of adding positions and assess whether adjustments can be made within the existing budget or if additional resources need to be allocated. Aligning hiring needs with the available budget ensures a realistic and sustainable approach.

08

Future-Proofing:

As the dental industry evolves, consider the skills and qualities that will be essential for future success. Anticipate industry trends, regulatory changes, and patient expectations. By future-proofing your hiring strategy, you ensure that new staff members contribute to the practice's longevity and adaptability.

09

Documentation and Planning:

Compile the findings from your assessment into a comprehensive document. This document serves as the foundation for developing specific roles and job descriptions. Create a hiring plan that outlines the timeline, responsibilities, and key milestones for each stage of the hiring process.

By systematically assessing these various aspects, dental practice leaders can develop a clear hiring strategy. This approach not only streamlines the hiring process but also ensures that new hires are aligned with the practice's goals, values, and future aspirations.

Part 1

Crafting Job Descriptions that Attract the Best Talent

Job descriptions are much more than a list of skills and tasks. This is the first point of contact between the organization and potential candidates, making it a crucial element in the hiring process. It communicates the scope of the role, the culture of the team, and the vision for the practice.

You may be tempted to use cliché language or copy a job description from another office. That will save you time, but you will miss the opportunity to set your practice apart from the hundreds of other practices hiring in your area.

Start with a Clear and Engaging Title

The job title serves as the first impression for potential candidates. Choose a title that accurately reflects the role while also being engaging. Consider incorporating the unique aspects of your practice to make the position stand out. For example, instead of a generic "Dental Assistant," you might use "Patient-Centric Dental Assistant in a Modern Practice Setting."

Concisely Summarize the Practice

Begin the job description with a brief but compelling overview of the dental practice. Highlight its values, mission, and vision. This sets the tone for the entire document, providing context for candidates and emphasizing the practice's commitment to excellence in patient care. You may be tempted to gloss over this part but is important to enable a potential candidate to envision themselves working within the practice.

Outline Key Responsibilities and Duties

Provide a detailed breakdown of the specific responsibilities and duties associated with the role. Your previous needs assessment will provide the direction for this section.

Use clear and concise language, organized in bullet points for easy readability. Highlight both clinical and administrative tasks especially if it is unique to this position. You want to avoid surprising new hires with responsibilities that were not in the job description. Be explicit and avoid making assumptions about a candidate's understanding of a role.

HR for Health



HR for Health uploads job description templates to your account based on your industry. Take advantage of templates such as Dental Office Manager, Sterile Processing Technician, Dentist, or Treatment Coordinator. See page 28 for more templates.

Specify Qualifications and Skills

Clearly outline the qualifications and skills required for the position. This includes both educational and experiential requirements, such as degrees, certifications, or specific training. Additionally, mention any soft skills or personality traits that contribute to a positive team dynamic and align with the practice culture. Try to avoid cliché language so you can be clear about what traits you are looking for.

Showcase the Practice Culture

Take the opportunity to communicate the practice culture explicitly. Describe the atmosphere, teamwork dynamics, and the patient-centered approach. Highlight any unique aspects that make the practice a great place to work.

Of course, you should be honest in your description. Resist the temptation to over-emphasize positive qualities that are not a part of the average employee's experience.

**Emphasize
Growth
Opportunities**

If appropriate, highlight opportunities for professional growth and development within the practice. Whether it's through ongoing training, mentorship programs, or opportunities for career advancement, showcasing a commitment to employee growth can attract candidates seeking long-term commitment.

**Wages,
Benefits
and Perks**

Incorporate information about the benefits and perks associated with the position. This includes not only salary details but also healthcare benefits, paid time off, and any additional incentives. Clearly communicating wages and benefits helps all parties avoid wasting time if compensation expectations are not aligned.

**Use Inclusive
Language**

Craft the job description using inclusive language to attract a diverse pool of candidates. This demonstrates a commitment to diversity and equity within the workplace. For example, instead of gender-specific pronouns, use neutral terms like "team member" or "staff."

**Encourage
Application**

Conclude the job description with a call to action that encourages qualified candidates to apply. Provide clear instructions on how to submit applications, including any specific documents or information required. This step ensures that interested individuals are aware of the next steps in the application process.

**Review
and Refine**

Before finalizing the job description, review it carefully for clarity, completeness, and alignment with the practice's values. Seek input from relevant stakeholders, including existing team members, to ensure a comprehensive and accurate representation of the role and the practice.

By following these guidelines, practice leaders can create compelling job descriptions that entice potential candidates. A well-crafted job description not only attracts the right talent but also sets the stage for a positive and informed candidate experience, ultimately contributing to the overall success of the hiring process.



Part 1

How to Uncover the Type of Talent You Need

Once the job description is created, practice leaders must select how they are going to get the word out about the position. Practice leaders can leverage various channels to find quality candidates.

Word of mouth is one of the most common methods for connecting with prospective employees. While personal connections can be a trusted source, it is advantageous to have additional pools of professionals to tap into.

Job Boards

General job boards like Indeed and ZipRecruiter cast a broad net, capturing a diverse range of potential candidates. There are dental-specific platforms cater specifically to the dental industry, ensuring a more targeted reach.

Staffing Agencies and Recruiters

Staffing agencies usually have a higher cost but provide additional resources and established networks to find candidates for your position. The highly specialized services can provide welcome support for practice leaders who already are wearing too many hats.

Staffing services often include finding candidates, pre-screening, facilitating working interviews, and more. Some companies, like Kwikly Dental Staffing, provide temporary staff for practices until the ideal permanent fit can be found. Staffing agencies can also spark interest amongst potential candidates who were not actively searching for a new position.

Kwikly Dental Staffing



Kwikly Dental Staffing makes finding staff easy with pre-screened professionals, a dedicated service team, and a large roster of temporary staff to keep your practice running smoothly. Sign up to learn more at [joinkwikly.com](https://www.joinkwikly.com)

Social Media

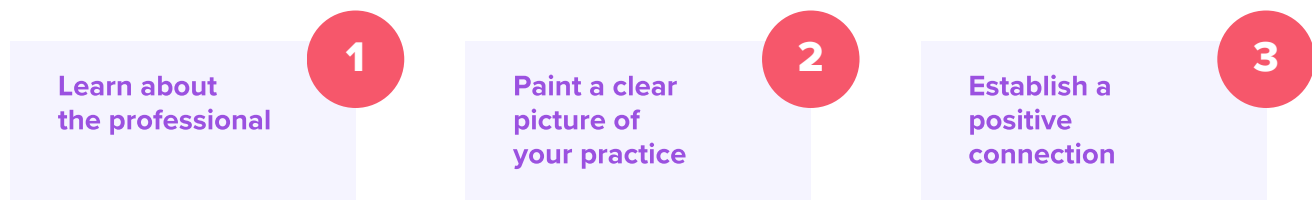
Social media can be a powerful low-cost tool for connecting with candidates, especially if your practice has already invested in building its social media following. Facebook groups and LinkedIn are common places to post staff openings. One of the draw backs of social media is that it is not very targeted. Once posted, anyone can apply for the job.

Part 1

Interview Systems that Separate the Bad from the Best

The interview process should be designed to get a professional relationship off on the right foot.

There are three goals for the interview:



Build Rapport

The interview is an opportunity to set the tone for a potential employee relationship. It is helpful to start with light and engaging conversation to get warmed up. You might ask about the candidate's path to the dental profession, their experiences, or any particular aspects of dentistry they are passionate about. In turn, share some information about yourself, the dental practice, and its team to create a connection.

Ask Thoughtful Questions

Create interview questions that align with the job description and culture of the practice. Open ended questions encourage detailed responses that help you learn more about a candidate's experiences, perspectives, and problem-solving approaches. For example, instead of asking if the candidate had done a particular procedure, ask about a challenging case or situation. See the appendix for a list of sample questions.

Listening is an important part of asking questions. Active listening skills on the part of the interviewer will make for a richer conversation. In addition, follow up questions can lead to deeper insights about the candidate's experiences and skills.

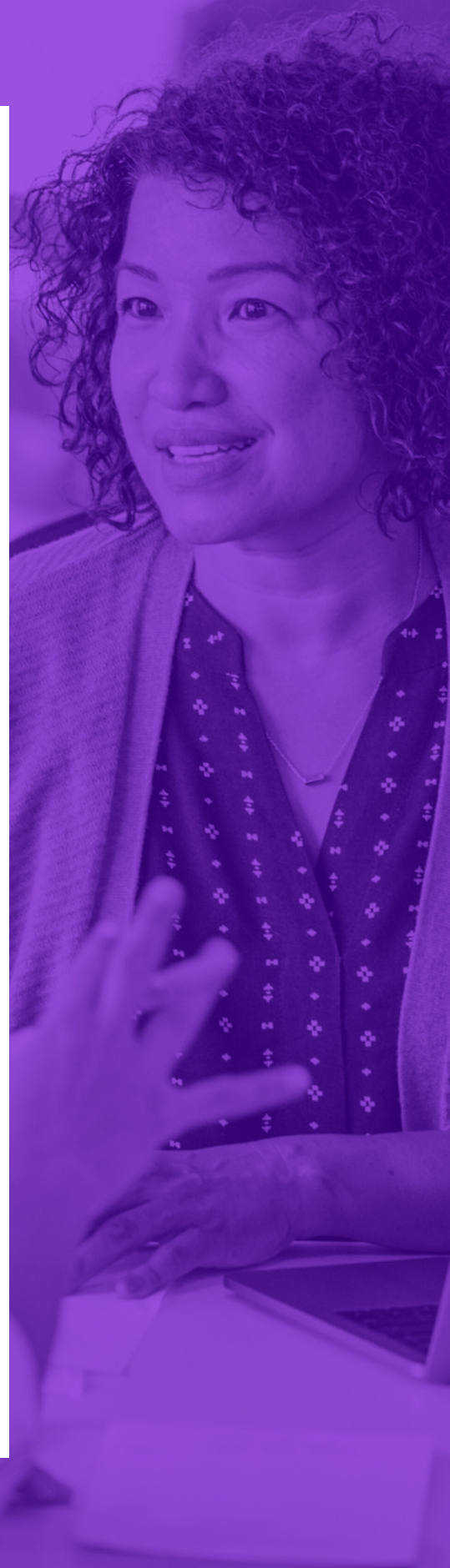
Answer Questions for the Candidate

Your candidate is likely going to have questions for you about the practice's procedures, culture, and compensation. Be ready to provide helpful information and address any concerns they have directly.

Remember that the candidate is also trying to decide if your practice is a good fit for them. They want to know what it is actually like to work in your practice. Share appropriate information about the current team such as what they like about the practice and what the "vibe" of the team is like. Tell candidates about the future goals of the practice or upcoming plans for growth. These tidbits help to paint a picture of what a future at the practice could look like.

Candidates are watching for red flags from the moment they enter your office. Everything from the waiting room to how your staff communicates with each other impacts the candidate's impression of the practice. Try to take an outside perspective and ask yourself if the office gives an impression of being well organized, maintained, and clean?

Even if the candidate is not right for your position, the interview should yield a positive experience that expands the professional network for both the practice and the candidate. Remember, the dental community is tight-knit so you want every candidate that you interview to walk away with a positive impression, even if not a job.



References and Background Checks

Conducting reference checks and background screenings is a crucial step in evaluating a candidate's fit for your practice. Interviews are effective ways to gauge communication and interpersonal skills, but it's no substitute for examining past experience.

Request that candidates provide a list of professional references, including supervisors and colleagues. Ask references specific, open-ended questions addressing topics such as the candidate's clinical competence, reliability, and conflict management.

Simultaneously, a comprehensive background check, conducted through a reputable third-party service, verifies the candidate's educational background, licenses, certifications, and any potential criminal history. Compliance with legal requirements, including obtaining written consent from candidates, is paramount throughout the process.

Any discrepancies or concerns identified during these checks should be discussed with the candidate, allowing for clarification or context before finalizing the hiring decision.

Part 1

Employment Offers that Close the Deal

Crafting a competitive offer package involves more than just salary figures. Here are six primary considerations to keep in mind when developing a compensation package for a new dental professional at a practice:

Industry Standards and Local Market Trends

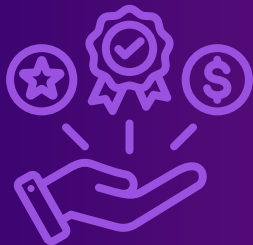
Research industry benchmarks and local market trends to understand the prevailing compensation standards for dental professionals in your area. Consider factors such as experience, specialty, and demand for specific skills.

Benefits Package

Consider a benefits package that goes beyond the base salary. Common benefits for dental professionals may include health insurance, dental care, vision coverage, retirement plans, and paid time off.

Hiring Bonuses

Adding a hiring bonus can add immediate value to your offer without adding to the hourly wage. Bonuses can be structured to incentivize retention (ex. receive 50% of the bonus after 60 days and the remainder after one year). Make sure bonus details are documented and clearly communicated to the candidate. Avoid overly complex hiring bonus requirements



Benefits for Small Practices

Benefits can take many forms. Some benefits, like health insurance and retirement accounts, may be cost prohibitive for smaller practices. However, other benefits have a smaller impact on the office's bottom line. These include things like annual scrub allowances, in-house dental treatment, and CE or license renewal reimbursement.

Performance-Based Incentives

Include performance-based incentives tied to specific goals or key performance indicators (KPIs). This could be related to productivity, patient satisfaction scores, or other relevant metrics. Performance incentives motivate employees and ties their compensation to the success of the practice.

Professional Development Opportunities

Highlight opportunities for professional development and continuing education as part of the compensation package. This may include covering the costs of relevant courses, workshops, or conferences.

Work-Life Balance Considerations

Acknowledge the importance of work-life balance by incorporating elements such as flexible scheduling, sick time, and reasonable working hours. Offering a supportive work environment helps to combat burnout and improve staff retention.

In addition to these considerations, it's crucial to engage in open communication with the new dental professional to understand their individual preferences and needs. Customizing the compensation package based on their priorities can contribute to a mutually beneficial and successful partnership.



Always provide an offer letter to your new hire from your practice. In the letter, you should include critical pieces of information like:

- Start date
- Rate of pay
- Exemption status
- Job title
- Supervisor
- Practice address
- An at-will statement
- Instructions related to I-9 processing within the first 72 hours of work
- Request for their acceptance signature

With this initial document, you're making sure you're both on the same page. You're streamlining the process and clarifying potential areas of confusion. Include the tentative end date if you offer temporary employment. Include a contingency statement in your offer letter if any factors may affect your engagement.

For clarity, you can include a statement such as: "This offer is contingent on a successful reference check." At HR for Health, our software has an [offer letter template](#) you can automatically send to your new employee. You can also include contingencies for employment in the letter.

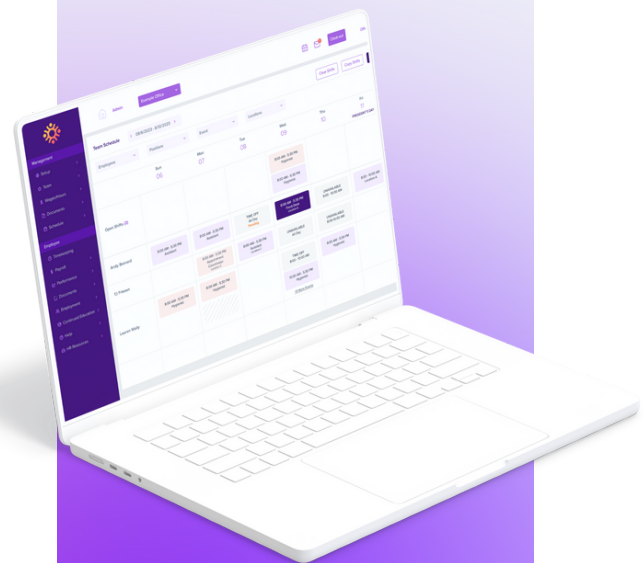
Don't wait until their start date to follow up with your new employee. Keep in touch with them so that you can provide guidance and encouragement. You can also offer tips on how they can best prepare themselves as a new employee at your dental practice.

At HR for Health, we make the [onboarding, orientation](#), and management processes quick-and-easy, with our integrated software solution. With electronic time clocks, early and late clock-in alerts, to-do lists, and e-signature functionality, your onboarding process should be a snap for you and your new employee.



Schedule an appointment with HR for Health to learn more about how to streamline your onboarding process.

Schedule an appointment



Part 1

Effortless, Automated Onboarding that Sets the Tone

The onboarding process sets the tone for a new employee and determines how quickly they will begin adding value to your practice. To set your employee up for success, HR for Health uploads the federally and state required documents needed for their signature. With built-in status alerts, e-storage, and automatic updates, you can onboard your employee within minutes, allowing them to dive into training and hands-on tasks.

Training new hires on policies, procedures, and software takes time but ensures employees seamlessly integrate into the practice. You may want to schedule your new employee to work with another staff member for half of a day to learn where everything is, how sterilization works, etc. Investing in the beginning makes them feel more confident and prepared.

If you have not already, take time to document your important processes and policies in a handbook. This step can save time training and proactively addresses questions employees may have.

Use a New Hire Checklist

A New Hire Checklist is a great way to streamline the onboarding process and ensure you've covered all the items on your HR to-do list. Beyond the I-9 and W-4, there are an average of 12-18 required forms per state.

These forms and documents are essential, and you'll need to keep the signed copies in case of an audit.

HR for Health offers onboarding paperwork based on your state's requirements. It's one of our most popular features. With our software, you can electronically send the forms, with auto-populated details, to your new employees for e-signature and secure, digital storage.

So, when they register in our system, they can review and sign the forms automatically. You don't have to think twice. You can establish your process for collecting and storing this information.

Furthermore, you've got a lot to track, so keep your checklist handy and ensure it's up-to-date. Here are some other to-do items you'll want to add to your inventory:

- Set up their email
- Add your new employee to group lists
- Set your new employee up with a computer and any technology required
- Provide the uniform
- Provide keys (if applicable to their role)
- Setup security access

At HR for Health, you can add this checklist and your other signed documents to the software for safekeeping. Then, you can easily access it when it's time to onboard a new employee for your dental practice.

If your new hire is a supervisor, HR for Health can customize their view and access to our software. Then, when they start, they'll have the security profile and permissions they need to start strongly in their supervisory role at your dental practice.

Educate on Practice Culture

As you're onboarding your new employee, you're introducing your practice's culture. Use your employee handbook to showcase your practice's values while protecting yourself from litigation. Consider welcoming the employee with a team lunch.

Employee Engagement from Day 1

Research shows engaged employees will be more positive and perform better compared to disengaged employees. As you're onboarding your new dental hire, this is the perfect opportunity to focus on your new employee as you communicate with your existing employees.

As you onboard your new employee, you must set clear expectations. You've already given them your offer letter, highlighting their new job duties and responsibilities. Your employee handbook will provide an overview of the tools and technologies they will use, with a training roadmap for their role.

Provide Role-Specific Training

For most new hires at your dental practice, you'll need to identify the trainer and the training schedule. Be sure to share your training schedule with your new hire.

Here is a quick checklist:

- Include the schedule and training details in your welcome email.
- Prepare a welcome kit for your new employee so that they can access the specific tools or resources they'll need on their first day.
- The supervisor should be involved with the training schedule, the welcome email, the kit, and regular training check-ins.



The role-specific training should offer all the details your new employee needs to succeed in their new job at your dental practice. Your ongoing check-ins are an opportunity to identify knowledge gaps so that you can address them with the trainer, supervisor, and employee.

Your goal is to close those gaps to ensure success. At HR for Health, we include performance reviews you can use to set goals and track performance. Our certification tracker keeps tabs on regulatory training like sexual harassment, and our CE unit tracker offers at-a-glance updates on continuing education credits.

Hold Supervisors Accountable

Your managers and supervisors are essential in engaging with your new employee and helping them feel welcome and appreciated as part of your dental practice. They foster open and transparent communication and encourage loyalty and connectedness with your entire team.

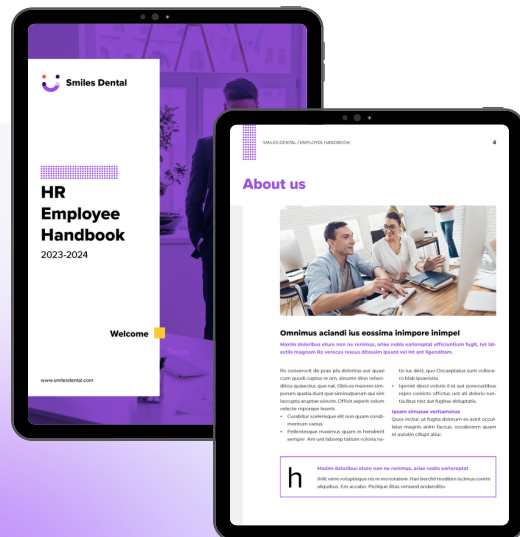
As you track your new employee's progress, you can use HR for Health's performance review template to map performance conversations like one-on-ones. Making these conversations a standard, up-front part of your onboarding process should be less intimidating. It's all part of your process of ensuring everyone at your practice succeeds.

Communicate Expectations

You'll start by communicating your expectations via your offer letter. Continue sharing your expectations as you proceed with onboarding your new dental hire. Your employee handbook is another excellent way to communicate your expectations. You should proactively follow up with your employee to see if they have questions or concerns.

HR for Health offers a customized employee handbook with clearly outlined policies and expectations. [Schedule an appointment](#) with HR for Health to learn how we can help with your employee handbook and better communication with your employees.

Schedule an appointment



Part 1

Federal New Hire Documents You Need In Your Onboarding

These are the minimum document requirements from the federal government, there are additional documents required by state and local governing bodies as well. With HR for Health, you never have to guess if you're covered. We ensure your employees are automatically delivered these documents, reminded to sign them, and we store them securely in the cloud so they can't get lost or misplaced.

- I-9 Form
- I-9 Form Instructions
- Employees' Rights and Responsibilities Under E-Verify
- W-4 Form
- State Required New Hire Reporting Form
- Emergency Contact Information
- Notice to Employee Regarding Payment of Wages
- Employee Handbook
- Unlawful Harassment Policy
- At-Will Statement (Except for Montana)
- Notice of Employment – Offer Letter



At HR for Health, we understand the nuances of onboarding your new hire. We know how to help you streamline the process to ensure minimal disruption to your team. [Schedule a consultation](#) to learn more about how we can help with onboarding, as well as secure your group has an employee handbook that's up-to-date and compliant.

[Schedule a consultation](#)

Additional onboarding resources:

1. [Onboarding vs. Orientation: What's the Difference](#)
2. [Why Onboarding That New Hire Will Increase Your Bottom Line](#)
3. [HR for Health Feature Spotlight: New Hire Onboarding](#)
4. [HR for Health Feature Spotlight: New Customer Onboarding Tracking](#)
5. [Dental Employee Onboarding Reinvented: Thinking Beyond The Paperwork](#)
6. [7 Tips for a Successful Onboarding](#)
7. [HR 101: Creating Offer Letters Without Contractual Implications](#)

Part 2

Dental Industry Trends Impacting Hiring

Competition for Talent

Competing with larger practices and healthcare systems for skilled dental professionals is an ongoing challenge. The guide acknowledges this hurdle and offers strategic insights to stand out. Highlighting the unique culture of the practice, offering competitive compensation and benefits, and emphasizing career development opportunities are explored in detail.

Worker Classification (Employee vs. Independent Contractor)

In the dental industry, understanding and appropriately classifying workers is paramount. Worker classification refers to the categorization of individuals as either employees or independent contractors. The guide underscores the crucial reasons why proper worker classification is of utmost importance in the hiring process.

Legal Compliance

Misclassifying workers can lead to legal consequences. Regulatory bodies, such as the Internal Revenue Service (IRS) and the Department of Labor (DOL), have specific guidelines governing the distinction between employees and independent contractors. Adhering to these guidelines ensures compliance with tax regulations, wage and hour laws, and other labor-related statutes. Failing to do so may result in penalties, fines, and potential legal disputes.

Labor Law Protections

Employees are entitled to various labor law protections, including minimum wage, overtime pay, and benefits such as health insurance and paid time off. Misclassifying employees as independent contractors may deprive them of these essential protections. Understanding and correctly applying worker classification safeguards both employers and employees by ensuring that all parties receive the legal rights and benefits to which they are entitled.

Labor Law Protections

Employees are entitled to various labor law protections, including minimum wage, overtime pay, and benefits such as health insurance and paid time off. Misclassifying employees as independent contractors may deprive them of these essential protections. Understanding and correctly applying worker classification safeguards both employers and employees by ensuring that all parties receive the legal rights and benefits to which they are entitled.

Mitigating Risks

Proper worker classification mitigates risks associated with misclassification audits. State and federal agencies conduct periodic audits to assess compliance. If inconsistencies or misclassifications are identified, dental practices may face financial liabilities and reputational damage. By adopting best practices in worker classification, practices proactively reduce the risk of audits and associated repercussions.

Tax Implications

Worker classification has significant tax implications for both employers and workers. Independent contractors are responsible for their own taxes, while employers withhold taxes for employees. Accurate classification ensures that tax obligations are met, preventing potential tax-related issues for both parties. It also contributes to the overall financial transparency and stability of the dental practice.

Working with Staffing Partners

Collaborating with staffing partners who prioritize proper worker classification removes a lot of administrative work off of the practice staff. Staffing agencies that classify their workers, particularly dental hygienists and assistants, as employees (W-2 status) provide an additional layer of assurance. Partnering with agencies that uphold best practices in worker classification also aligns with legal and regulatory standards.

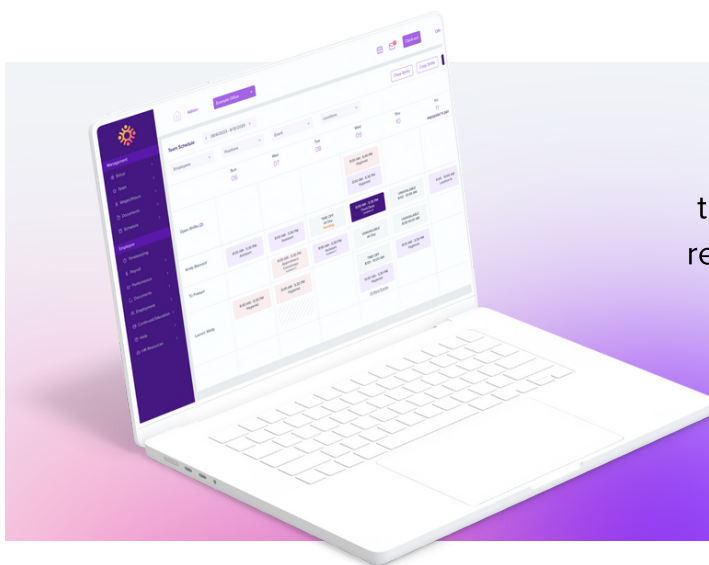
Retention

Once you go through this process to hire a great staff member, be intentional about retaining your professionals. It is always more cost effective to retain employees than hire new.

Be intentional about fostering a positive work environment and open communication. These strategies are proven to maintain employee satisfaction, fight burnout, and improve retention.

Promote Work-Life Balance

Foster a culture that respects personal boundaries and prioritizes the physical, mental, and emotional health of the staff. Support work-life balance by implementing flexible scheduling options or offering part-time positions where possible. Dental professions can be hard on the mind and body so allowing time for staff to take time off is important. In these instances, having a temporary staffing partner, like Kwikly Dental Staffing, is helpful to maintain productivity while providing flexibility to your permanent staff.



Easily manage your employee's time off with seamless PTO tracking, requests and scheduling all from one app with HR for Health.

[Learn More](#)

**Invest in
Professional
Development**

Offer opportunities for professional growth and development. This can include continuing education courses, workshops, and certifications relevant to the dental profession. It may also include cross training opportunities for staff to learn a different part of the business. Not only will staff be engaged to learn something that interests them but your practice will benefit from having staff that can cover a variety of roles if necessary.

Encourage staff to pursue their career goals within the practice by offering pathways for advancement and opportunities to take on leadership roles or additional responsibilities. This may look like formal leadership positions or occasional opportunities to lead a temporary initiative.

**Prioritize
Staff Well-
Being and
Recognition**

Implement wellness initiatives aimed at promoting physical and mental well-being, such as yoga classes, meditation sessions, or employee assistance programs (EAPs). Recognize staff contributions through regular praise, acknowledgments, and rewards for outstanding performance or achievements. Employees who feel like they are appreciated and making a positive difference are more engaged over time.

Part 3

Additional Resources & Templates

This guide lays out a comprehensive approach to hiring that focuses on the business needs, attracting the right candidates, and integrating them into your practice. Following these steps from start to finish gives you a strong approach to land the dental professionals your practice needs to be successful. In addition, partnering with HR and staffing experts, such as HR for Health and Kwikly Dental Staffing, relieves the pressure of hiring top and retaining top talent.

Reach out to Kwikly and HR for Health to improve the efficiency, speed, and quality of your hiring initiatives.

Disclaimer

This guide does not constitute legal advice. For questions and to ensure compliance with relevant laws and regulations, please consult professional employment law attorneys.





On-the-Job

- Pretend I'm your patient. You just did my perio probing and it looks like I need scaling and root planing. What would you tell me about perio disease? How would you describe the scaling and root planing procedure?
- What does "collaborative treatment planning" mean to you?
- Describe a time when you made a significant impact on a patient's long term oral health.
- What about dentistry/hygiene gets you excited?
- How did you get into dentistry?
- What is something about hygiene/assisting/dentistry that you want to learn more about?



Ability to Manage Stress

- Tell me about a time where you had to deal with a difficult/stressful situation. What happened, what did you do, and what was the end result?
- Tell me about steps you have taken to prevent stressful situations and/or escalations with your colleagues and/or workload?



Can Adapt to Situations

- Tell me about a situation where you had to adapt to something new or a change. Describe the situation and how you handled it.
- Tell me about a time when you had to work with a colleague, whose working style differed from you. What was the situation and what was the end result?
- How was your transition from college to the workforce? Did you face any particular problems? How did you handle them? (for applicants that are recent grads)

Job Description Templates

Say goodbye to the hassle of creating and updating job descriptions!

When you become a member of HR for Health, all of our professionally crafted job descriptions are instantly accessible in your account.

Enjoy the peace of mind that comes with never having to worry about crafting or updating job descriptions again.

[Learn More](#)



Job Description Templates

Dental Assistant

Type: Full Time

Exempt: Non-Exempt

Salary Range: \$20 - \$22 Per Hour

Working Days: Monday, Tuesday, Wednesday, Thursday, Friday

Work Experience: 3 years

Education Level:

High school diploma or equivalent; graduate of accredited dental assisting program or dental assisting experience preferred

Description:

Dental Assistants are responsible for assisting the dentist in the clinical treatment of patients. This includes, preparing patients, sterilize and disinfect instruments, set instrument trays, preparing materials, and assist dentist during dental procedures. Expose dental X-rays, record treatment information in patient records, provide post operative instructions prescribed by dentists. Assist dentist in management of medical and dental emergencies. Pour, trim, and polish study casts. Instruct patients in oral hygiene and plaque control programs.

Qualifications:

Specific Qualifications:

- Knowledge of dental terminology.
- Understand and comply with policies and procedures associated with a dental practice.
- Understand and comply with HIPPA.
- Understand and comply with the HITECH Act of 2009.
- Coursework in dental instruments and procedures
- Compliance with state dental practice requirements (i.e., X-ray requirements, OSHA training)
- Legible handwriting for notations in patient chart

- Computer skills (list computer skills required and any specific dental software)
- Commitment to CE for career developments
- Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community.
- Effective verbal skills to communicate with patients and staff.
- Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventative health-care measures.

General Qualifications:

- Understanding and use written information that may be presented in a variety of formats, such as text, tables, lists, figures, and diagrams; select reading strategies appropriate to the purpose, such as skimming for highlights, reading for detail, reading for meaning, and critical analysis.
- Express ideas and information in written form clearly, succinctly, accurately, and in an organized manner; use English language conventions of spelling, punctuation, grammar, and sentence and paragraph structure; and tailor written communication to the intended purpose and audience.
- Understand, interpret, and manipulate numeric or symbolic information; solve problems by selecting and applying appropriate quantitative methods such as arithmetic, quantitative reasoning, estimation, measurement, probability, statistics, algebra, geometry, and trigonometry.
- Work cooperatively and collaboratively with others to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility, and recognition.
- Build consensus among individuals or groups by facilitating agreements that involve sharing or exchanging resources or resolving differences in such a way as to promote mutual goals and interests, by persuading others to change their point of view or behavior without losing their future support; and by resolving conflicts, confrontations, and disagreements while maintaining productive working relationships.
- Interact with others in ways that are friendly, courteous, and tactful and that demonstrate respect for individuals and cultural differences and for the attitudes and feelings of others.
- Attend to, receive, and correctly interpret verbal communication and directions through cues such as the content and context of the message and the tone, gestures, and facial expression of the speaker.

- Attend to, receive, and correctly interpret verbal communication and directions through cues such as the content and context of the message and the tone, gestures, and facial expression of the speaker.
- Express ideas and facts orally in a clear and understandable manner that sustains listener attention and interest, tailor oral communication to the intended purpose and audience.
- Select, access, and use necessary information, data, and communications-related technologies, such as basic personal computer applications, telecommunications equipment, internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities.
- Obtain facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research, or retrieval from written or electronic sources, organize integrate, analyze, and evaluate information.
- Anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using rational and logical process or innovative and creative approaches when needed.

Make decisions that consider relevant facts and information, potential risks and benefits, and short and – long term consequences or alternatives.

Physical Requirements:

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. While performing the duties of this job, the employee may be regularly required to sit for long periods. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus(When required by the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).

Duties:

Patient Management

- Greet patients when they sign in and monitor arrival time
- Set up treatment rooms for procedures
- Escort patients to treatment room
- Seat patients in treatment rooms
- Show care and concern, and help patients feel comfortable
- Obtain and review health histories according to office protocol
- Ensure patients are always attended
- Anticipate and assist dentist's needs
- Perform expanded functions and other tasks as assigned by the dentist
- Mix dental materials
- Ensure patients' questions are answered thoroughly before they leave
- Chart patients and record date, service rendered and any charges
- Escort patients from the treatment room
- Ensure proper treatment notes are recorded in patient's chart
- Perform clinical procedures as practice act allows and as directed by dentist
- Give patient instruction and demonstrate when necessary
- Monitor patient flow
- Notify Treatment Coordinator if a patient should be called in the evening after a difficult appointment

Treatment Room Management and Sterilization

- Keep dental units ready, stocked and clean
- oversee cleanliness of the treatment room according to sterilization procedures
- Disinfect treatment rooms according to OSHA regulations
- Sterilize all instruments and handpieces according to OSHA regulations
- Keep trays, instruments and treatment room drawers organized
- ensure that office sterilization procedures document is on display
- Promptly send out and monitor all dental laboratory cases
- implement the preventative maintenance/cleaning schedule for dental equipment
- maintain dental office emergency kits and nitrous and oxygen tanks
- follow laboratory procedures according to office protocol

Records Management

- Securely store and handle patient records in compliance with state and federal requirements, including the HIPPA privacy and security regulations
- Accurately file patient information
- Arrange patient charts and radiographs for next day's appointments
- Track cases and referrals to and from other doctors
- Assist in the administration of the recall system

Inventory Management

- Monitor inventory and order dental office supplies as needed
- Ensure that treatment rooms are stocked at all times

Office Participation

- Help in other areas of the office when necessary (i.e., answering phones, unpacking supplies, completing insurance forms, moving former patient records, etc.)
- Be an active participant in team meetings
- Promote team concept by interacting with others in the office.
- Under the General Supervision of a Dentist - Based on the instruction given by a licensed dentist, but not requiring the physical presence of the supervising dentist during the performance of those procedures "G".
- Extra-oral duties or procedures specified by the supervising licensed dentist, provided that these duties or procedures meet the definition of a basic supportive procedure.
- Operate dental radiography equipment for the purpose of oral radiography if the dental assistant has completed an approved radiation safety course or passed a radiation safety exam.
- Perform intraoral and extraoral photography.

Direct Supervision of a Dentist – Supervision of dental procedures based on instructions given by a licensed dentist who must be physically present in the treatment facility during the performance of those procedures "D".

- Apply nonaerosol and noncaustic topical agents.
- Apply topical fluoride.
- Take intraoral impressions for all non-prosthetic appliances.
- Take facebow transfers and bite registrations.
- Place and remove rubber dams or other isolation devices.
- Place, wedge, and remove matrices for restorative procedures.
- Remove post-extraction dressings after inspection of the surgical site by the supervising licensed dentist.
- Perform measurements for the purposes of orthodontic treatment.
- Cure restorative or orthodontic materials in operative site with a light-curing device.
- Examine orthodontic appliances.
- Place and remove orthodontic separators.
- Remove ligature ties and archwires.
- After adjustment by the dentist, examine and seat removable orthodontic appliances and deliver care instructions to the patient.
- Remove periodontal dressings.
- Remove sutures after inspection of the site by the dentist.
- Place patient monitoring sensors.
- Monitor patient sedation, limited to reading and transmitting information from the monitor display during the intraoperative phase of surgery for electrocardiogram waveform, carbon dioxide and end tidal carbon dioxide concentrations, respiratory cycle data, continuous noninvasive blood pressure data, or pulse arterial oxygen saturation measurements, for the purpose of interpretation and evaluation by a supervising licensed dentist who shall be at the patient's chairside during this procedure.
- Assist in the administration of nitrous oxide when used for analgesia or sedation. A dental assistant shall not start the administration of the gases and shall not adjust the flow of the gases unless instructed to do so by the supervising licensed dentist who shall be present at the patient's chairside during the implementation of these instructions.

Job Description Templates

Insurance Coordinator

Type: Full Time

Exempt: Non-Exempt

Salary Range: \$20 - \$22 Per Hour

Working Days: Monday, Tuesday, Wednesday, Thursday, Friday

Work Experience: No

Education Level:

High School Diploma, and/or AA Degree.

Description:

Assists patients in determining insurance eligibility and counseling patients regarding insurance. Communicates with insurance companies regarding claims, process new insurance policies, modifications to existing policies, and claims forms. Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications, related documents, and company records. Update existing policies and company records to reflect changes requested by policyholders and insurance representatives.

Qualifications:

Specific Qualifications:

- Knowledge of dental terminology.
- Understand and comply with policies and procedures associated with a dental practice.
- Understand and comply with HIPAA.
- Understand and comply with the HI-TECH Act of 2009
- Understand and use written information that may be presented in a variety of formats, such as text, tables, lists, figures, and diagrams; select reading strategies appropriate to the purpose, such as skimming for highlights, reading for detail, reading for meaning, and critical analysis.

- Express ideas and information in written form clearly, succinctly, accurately, and in an organized manner; use English language conventions of spelling, punctuation, grammar, and sentence and paragraph structure; and tailor written communication to the intended purpose and audience.
- Understand, interpret, and manipulate numeric or symbolic information; solve problems by selecting and applying appropriate quantitative methods such as arithmetic, quantitative reasoning, estimation, measurement, probability, statistics, algebra, geometry, and trigonometry.
- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Interact with others in ways that are friendly, courteous, and tactful and that demonstrate respect for individuals and cultural differences and for the attitudes and feelings of others.
- Work cooperatively and collaboratively with others to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility, and recognition.
- Build consensus among individuals or groups by facilitating agreements that involve sharing or exchanging resources or resolving differences in such a way as to promote mutual goals and interests, by persuading others to change their point of view or behavior without losing their future support; and by resolving conflicts, confrontations, and disagreements while maintaining productive working relationships.
- Interact with others in ways that are friendly, courteous, and tactful and that demonstrate respect for individuals and cultural differences and for the attitudes and feelings of others.
- Attend to, receive, and correctly interpret verbal communication and directions through cues such as the content and context of the message and the tone, gestures, and facial expression of the speaker.
- Express ideas and facts orally in a clear and understandable manner that sustains listener attention and interest, tailor oral communication to the intended purpose and audience.
- Select, access, and use necessary information, data, and communications-related technologies, such as basic personal computer applications, telecommunications equipment, internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities.
- Obtain facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research, or retrieval from written or electronic sources, organize, integrate, analyze, and evaluate information.
- Make decisions that consider relevant facts and information, potential risks and benefits, and short and – long term consequences or alternatives.

Physical Requirements:

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. While performing the duties of this job, the employee may be regularly required to sit for long periods. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. (When required by the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).

Duties:

Patient Services

- Review of insurance policies to determine coverage and eligibility.
- Prepare insurance claim forms or related documents and review them for completeness.
- Provide patient education, specific to the exchange of insurance information by physicians, insurance companies, and patients.
- Process insurance claims by either electronic submission, or via US mail
- Post or attach information to dental claim files by use of basic personal computer application.
- Research insurance eligibility on all new patients prior to their appointment with physician's.
- Provide requested information, that is needed on patients; such as x-rays, charting, narratives and documentation, when a request is received, by insurance companies and/or physician's, which will assist in the ongoing facilitation of treatment and payment of patient claims.
- Determine the patients financial responsibility, by researching the patients insurance eligibility, percentage of payment that will be due by the patient, and what will be received by the insurance carrier.
- Establish financial arrangements with the patients, based of those facts.

Records and Finance

- Pay small claims, transmit claims for payment or further investigation, contact insured or other involved persons to obtain missing information, by using accounting techniques, to ensure prompt payment of accounts payable and accounts receivable within the dental practice.

Information and Communication Technology

- Select, access, and use necessary information, data, and communication-related technology specific to the dental industry such as Dentrrix, Easy Dental, Eagle Soft, Soft Dent, and Practice Works.
- Instruct staff on insurance related issues, by using such techniques as basic personal computer applications, telecommunications equipment, internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities.

Job Description Templates

Dental Office Manager

Type: Full Time

Exempt: Exempt

Salary Range: \$20 - \$22 Per Hour

Working Days: Monday, Tuesday, Wednesday, Thursday, Friday

Work Experience: Previous Office Management experience is required

Education Level:

Associate in Applied Sciences, AA Degree, Bachelor's Degree, or RDA,

Description:

Assists patients in determining insurance eligibility and counseling patients regarding insurance. Communicates with insurance companies regarding claims, process new insurance policies, modifications to existing policies, and claims forms. Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications, related documents, and company records. Update existing policies and company records to reflect changes requested by policyholders and insurance representatives.

Qualifications:

Specific Qualifications:

- Knowledge of medical/dental terminology.
- Understand and comply with business practices associated with a dental practice.
- Understand and comply with licensing and continuing education requirements for professional staff.
- Understand and comply with dental office HIPPA compliance.
- Understand and comply with the HI-TECH Act of 2009.

General Qualifications:

- Understand and use written information that may be presented in a variety of formats, such as text, tables, lists, figures, and diagrams; select reading strategies appropriate to the purpose, such as skimming for highlights, reading for detail, reading for meaning, and critical analysis. Using these skills know and follow dental office contingency plans. Help explain office policies to patients. Update and maintain employee's personnel manual. Review and display any posters required by federal, state, and local law. Ensure that all mandatory office policies and procedures are reviewed with appropriate revision.
- Express ideas and information in written form clearly, succinctly, accurately, and in an organized manner; use English language conventions of spelling, punctuation, grammar, and sentence and paragraph structure; and tailor written communication to the intended purpose and audience.
- Understand, interpret, and manipulate numeric or symbolic information; solve problems by selecting and applying appropriate quantitative methods such as arithmetic, quantitative reasoning, estimation, measurement, probability, statistics, algebra, geometry, and trigonometry.
- Work cooperatively and collaboratively with others to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility, and recognition.
- Build consensus among individuals or groups by facilitating agreements that involve sharing or exchanging resources or resolving differences in such a way as to promote mutual goals and interests, by persuading others to change their point of view or behavior without losing their future support; and by resolving conflicts, confrontations, and disagreements while maintaining productive working relationships.
- Attend to, receive, and correctly interpret verbal communication and directions through cues such as the content and context of the message and the tone, gestures, and facial expression of the speaker.
- Express ideas and facts orally in a clear and understandable manner that sustains listener attention and interest, tailor oral communication to the intended purpose and audience.
- Select, access, and use necessary information, data, and communications-related technologies, such as basic personal computer applications, telecommunications equipment, internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities.

- Obtain facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research, or retrieval from written or electronic sources, organize integrate, analyze, and evaluate information. Assist the doctor with drafting office policies and procedures. Ensure that records are securely stored and handle in compliance with HIPPA regulations.
- Anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using rational and logical process or innovative and creative approaches when needed. Oversee patient relations and handle patient complaints.
- Make decisions that consider relevant facts and information, potential risks and benefits, and shortand – long term consequences or alternatives. Assign, direct, and manage staff duties, as assigned by the dentist. Engage in conflict resolution. Determine staff schedules. Manage financial accounts. Manage and update office computer systems.
- Developing specific goals and plans to prioritize, organize, and accomplish your work. Make business travel arrangements for dentist and staff . Coordinate team meetings.
- Interact with others in ways that are friendly, courteous, and tactful and that demonstrate respect for individuals and cultural differences and for the attitudes and feelings of others. Monitor patient relations, with regular patient satisfaction surveys. Oversee patient relations and handle patient complaints. Help support staff as needed.
- Change one's own behavior or work methods to adjust to other people or to changing situations or work demands; be receptive to new information, ideas, or strategies
- Motivate, inspire, and influence others toward effective individual or team work performance, goal attainment, and personal learning and development by serving as a mentor, coach, and role model and by providing feedback and recognition or rewards. Manage day to day operations of the dental office. Manage and direct staff assignments and activities, in accordance with office policy and applicable laws. Manage compliance with OSHA, HIPPA, state and federal regulations, and patient financial accounts. Manage the hiring and ongoing performance of staff, manage and update office computer systems. Recruit, interview, and hire employees as directed by the dentist, perform orientations, and staff training.
- Identify own work and career interests, strengths, and limitations, pursue education, training, feedback, or other opportunity for learning and development, manage, direct, and monitor one's own learning development. Stay current with trends, legislation and regulations in the dental profession. Assist staff with scheduling Continuing Education to meet licensing requirements as needed.

Physical Requirements:

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. While performing the duties of this job, the employee may be regularly required to sit for long periods. While performing the duties of this job, the employee is required to do detailed work, using arms, hands and fingers to handle and feel objects worked with. The employee intermittently is required to sit, stand, walk, stoop, bend or reach throughout the day. Good eye-hand coordination and manual dexterity is needed.

Duties:

General Management

- Manage day-to-day operations of dental office.
- Manage and direct staff assignments and activities, in accordance with office policy and applicable laws.
- Manage compliance with OSHA, state and federal regulations.
- know and follow dental office contingency plan.
- Stay current with trends, legislation and regulations in the dental profession.
- Manage patient financial accounts.
- Manage the hiring and ongoing performance of staff.
- Manage and update office computer systems.

Patient Management

- Oversee patient relations and handle patient complaints.
- Help explain office policy to patients.
- Help support staff as needed (i.e. appointment scheduling, collections, insurance etc.)
- Monitor patient relations with regular patient satisfaction surveys.

Staff Management

- Assign, direct and manage staff duties, as assigned by the dentist.
- Determine staff schedules.
- Recruit, interview, and hire employees as directed by the dentist.
- Orient and train new staff.
- Organize training staff on OSHA compliance.
- Display any posters required by federal, state, or local law.
- Monitor staff performance.
- Conduct staff and salary review.
- Coordinate team meetings.
- Engage in conflict resolution.
- Help arrange for staff CE.
- Make business travel arrangements for dentist and staff.
- Ensure confidentiality of all personnel and employment related information.

Record and State Federal Regulations Management

- Help implement state and federal regulations.
- Arrange for OSHA and risk management training.
- Update and maintain employee office manual.
- Ensure that HIPAA Notice and Privacy Practices is on display.
- Securely store and handle records in compliance with HIPAA regulations.
- Inform staff on OSHA and risk management regulatory updates.
- Maintain staff employment records.
- Assist the doctor with drafting office policies and procedures.

Software and Office Skills

- Eagle Soft
- Dentrix

Job Description Templates

Sterile Processing Technician

Type: Full Time

Exempt: Non-Exempt

Salary Range: \$19 - \$24 Per Hour

Working Days: Monday, Tuesday, Wednesday, Thursday, Friday

Work Experience: No

Education Level:

High School Graduate or Equivalent

Description:

The primary purpose of the Sterile Processing Technician is to collect, clean, decontaminate, disinfect and/or sterilize surgical instruments, trays and packs, reusable medical devices and patient care equipment according to established standards and procedures to ensure sterile and functioning supply of materials and equipment. The Sterile Processing Technician understands microbiology and infection control standards.

Qualifications:

- Experience and/or completion of a sterile supply/processing technician training course ; unless otherwise indicated, one year of current experience within the last three years in a comparable job classification required.
- Knowledge of surgical instrumentation, supplies and equipment.
- National certification as a Central/Sterile Processing Technician or equivalent preferred (may be required).

Physical Requirements:

- Stooping, turning, bending, squatting, kneeling
- Ability to lift up to 50 pounds
- Constant/repetitive standing
- Normal, correctable vision and hearing, and the ability to accurately discern color as necessary to perform job functions.

Essential Functions:

1. Decontaminate and sterilize instruments, medical supplies and equipment, and assemble, wrap and sterilize trays of instruments. Follows proper Standard Precautions while in decontamination and sterilization areas.
2. Monitor biological and chemical wash solution to ensure quality and consistency for decontamination of instruments and medical equipment.
3. Sort mismatched sets of instruments, trays, and medical equipment and make them available to sterile processing customers in a timely manner.
4. Restock, label, and maintain inventory, submit requisitions, collect and distribute instruments, trays, crash carts, and facility medical equipment.
5. Perform environmental maintenance duties and assist in maintaining inventory levels in sterile processing, the operating room, and in equipment storage areas.
6. Verify that equipment functions properly, requisitions for equipment maintenance, repair or replacement, and removes defective equipment.
7. Maintain a clean work area
8. Assist with maintaining established departmental policies and procedures, objectives, and quality improvement, safety, and environmental and infection control standards.
9. Communicate appropriately using good interpersonal skills

Job Description Templates

Treatment Coordinator

Type: Full Time

Exempt: Non-Exempt

Salary Range: \$20 - \$22 Per Hour

Working Days: Monday, Tuesday, Wednesday, Thursday, Friday

Work Experience: Minimum 2 years work experience in dentistry

Education Level:

Some Post Secondary Education, Associate in Applied Science, Associates Degree.

Description:

Responsible for new patients' smooth transition into the practice, existing patients' ongoing dental care, communication with patients during treatment, and communication with specialty offices.

Qualifications:

- Knowledge of dental terminology.
- Understand and comply with policies and procedures associated with a dental practice.
- Understand and comply with HIPPA.
- Understand and comply with the HITECH Act of 2009.
- Computer skills (list computer skills required and any specific dental software)

- Understanding and use written information that may be presented in a variety of formats, such as text, tables, lists, figures, and diagrams; select reading strategies appropriate to the purpose, such as skimming for highlights, reading for detail, reading for meaning, and critical analysis.
- Express ideas and information in written form clearly, succinctly, accurately, and in an organized manner; use English language conventions of spelling, punctuation, grammar, and sentence and paragraph structure; and tailor written communication to the intended purpose and audience.
- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Work cooperatively and collaboratively with others to achieve goals by sharing or integrating ideas, knowledge, skills, information, support, resources, responsibility, and recognition.
- Interact with others in ways that are friendly, courteous, tactful and that demonstrate respect for individuals and cultural differences and for the attitudes and feelings of others.
- Identify own work and career interests, strengths and limitations pursue education, training, feedback, or other opportunities for learning and development; manage direct, and monitor one's own learning and development.
- Attend to, receive, and correctly interpret verbal communication and directions through cues such as the content and context of the message and the tone, gestures, and facial expression of the speaker.
- Express ideas and facts orally in a clear and understandable manner that sustains listener attention and interest, tailor oral communication to the intended purpose and audience.
- Select, access, and use necessary information, data, and communications-related technologies, such as basic personal computer applications, telecommunications equipment, internet, electronic calculators, voice mail, email, facsimile machines, and copying equipment to accomplish work activities.
- Obtain facts, information, or data relevant to a particular problem, question, or issue through observation of events or situations, discussion with others, research, or retrieval from written or electronic sources, organize integrate, analyze, and evaluate information.
- Anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using rational and logical process or innovative and creative approaches when needed.
- Make decisions that consider relevant facts and information, potential risks and benefits, and short and – long term consequences or altern

Duties:

Patient Services

- Greet new patients.
- Pull patient X-rays when requested .
- Review patient health histories.
- Set up consultation room for patient consultation appointments.
- Maintain a professional appearance within the reception area/office (organize patient education materials and magazines, straighten up the facility, report any larger maintenance issues to administrative assistant for follow-up).
- Arrange referral appointments and manage communications with specialty offices when requested.
- Present treatment plans to patients when instructed by the Dentist or Dental Hygienist.
- Call patients after a difficult treatment visit

Records and Finance

- Send a copy of the patient record for consultation with specialists when requested.
- Securely store and handle patient records in compliance with legal requirements, including HIPAA privacy and security regulations
- Arrange payment plans with patients.

Tools

- Dentrix software program knowledge is preferred by most dental office.

Job Description Templates

Orthodontist

Description:

Examine, diagnose, and treat dental malocclusions and oral cavity anomalies. Design and fabricate appliances to realign teeth and jaws to produce and maintain normal function and to improve appearance.

Generalized Work Activities:

- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Qualifications:

Skills:

- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Speaking - Talking to others to convey information effectively.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities:

- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Arm-Hand Steadiness - The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Finger Dexterity - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.

Duties:**Occupation Specific Tasks:**

- Adjust dental appliances to produce and maintain normal function.
- Coordinate orthodontic services with other dental and medical services.
- Design and fabricate appliances, such as space maintainers, retainers, and labial and lingual arch wires.
- Diagnose teeth and jaw or other dental-facial abnormalities.
- Examine patients to assess abnormalities of jaw development, tooth position, and other dental-facial structures.
- Fit dental appliances in patients' mouths to alter the position and relationship of teeth and jaws or to realign teeth.
- Instruct dental officers and technical assistants in orthodontic procedures and techniques.
- Prepare diagnostic and treatment records.
- Provide patients with proposed treatment plans and cost estimates.
- Study diagnostic records, such as medical or dental histories, plaster models of the teeth, photos of a patient's face and teeth, and X-rays, to develop patient treatment plans.

Detailed Work Activities:

- administer anesthetics
- administer injections
- administer medications or treatments
- analyze dental data
- collect dental laboratory diagnostic data
- communicate technical information

- conduct patient assessments
- counsel patients concerning diet
- diagnose or treat oral diseases
- diagnose or treat oral injuries
- follow clinical radiation safety procedures
- follow confidentiality procedures
- follow infectious materials procedures
- follow patient care procedures
- identify body response variations
- interpret x-rays
- make decisions
- make presentations on health or medical issues
- monitor patient's condition
- obtain information from clients, customers, or patients
- operate dental equipment
- prepare patient reports
- prescribe or recommend drugs, medical devices or other forms of treatment
- understand properties or composition of drugs
- understand technical operating, service or repair manuals
- use counseling techniques
- use dental treatment procedures
- use interpersonal communication techniques
- use knowledge of dental terminology
- use knowledge of medical terminology
- use medical equipment in direct patient care
- use research methodology procedures in health care
- use sanitation practices in health care settings
- write technical health or medical documents

Tools:

- Dental gages or accessories - Boone gauges, Dontrix gauges
- Dental placement instruments - Double-ended band seaters, Ligature directors, Lingual torquing keys, Mathieu needle holders, Positive positioners
- Dental probes - Dental explorers, Single-end explorers
- Dental scissors - Distal end cutters, Orthodontic wire cutters
- Orthodontic pliers - Adhesive removing pliers, Band contouring pliers, Band removers, Band slitting pliers, Bird beak pliers

Technology:

- Calendar and scheduling software - EZappt
- Graphics or photo imaging software - American Orthodontics Compu-Ceph, American Orthodontics Photo-Eze, FYI Technologies Dr. Ceph, FYI Technologies Dr. View, GAC International OrthoPlex
- Internet browser software - Web browser software
- Medical software - Adstra Systems ADSTRA Management, Advance Ortho Systems Program Director, Algorithm Compu-Ceph, Dolphin Imaging & Management Solutions Dolphin Management, ICE Dental Systems

Job Description Templates

Dentist

Description:

Diagnose and treat diseases, injuries, and malformations of teeth and gums and related oral structures. May treat diseases of nerve, pulp, and other dental tissues affecting vitality of teeth. Exclude "Prosthodontists", "Orthodontists", "Oral and Maxillofacial Surgeons" and "Dentists, all other specialists".

Generalized Work Activities:

- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Assisting and Caring for Others - Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.

Qualifications:

Skills:

- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Speaking - Talking to others to convey information effectively.

Abilities:

- Control Precision - The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- Deductive Reasoning - The ability to apply general rules to specific problems to produce answers that make sense.
- Finger Dexterity - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Inductive Reasoning - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Near Vision - The ability to see details at close range (within a few feet of the observer).

Duties:**Occupation Specific Tasks:**

- Administer anesthetics to limit the amount of pain experienced by patients during procedures.
- Advise and instruct patients regarding preventive dental care, the causes and treatment of dental problems, and oral health care services.
- Analyze and evaluate dental needs to determine changes and trends in patterns of dental disease.
- Apply fluoride and sealants to teeth.
- Bleach, clean or polish teeth to restore natural color.
- Design, make, and fit prosthodontic appliances such as space maintainers, bridges, and dentures, or write fabrication instructions or prescriptions for denturists and dental technicians.
- Diagnose and treat diseases, injuries, and malformations of teeth, gums and related oral structures, and provide preventive and corrective services.
- Eliminate irritating margins of fillings and correct occlusions, using dental instruments.
- Examine teeth, gums, and related tissues, using dental instruments, x-rays, and other diagnostic equipment, to evaluate dental health, diagnose diseases or abnormalities, and plan appropriate treatments.
- Fill pulp chamber and canal with endodontic materials.
- Formulate plan of treatment for patient's teeth and mouth tissue.
- Manage business, employing and supervising staff and handling paperwork and insurance claims.
- Perform oral and periodontal surgery on the jaw or mouth.
- Plan, organize, and maintain dental health programs.

- Produce and evaluate dental health educational materials.
- Remove diseased tissue using surgical instruments.
- Treat exposure of pulp by pulp capping, removal of pulp from pulp chamber, or root canal, using dental instruments.
- Use air turbine and hand instruments, dental appliances and surgical implements.
- Use masks, gloves and safety glasses to protect themselves and their patients from infectious diseases.
- Write prescriptions for antibiotics and other medications.

Detailed Work Activities:

- administer anesthetics
- administer injections
- administer medications or treatments
- analyze dental data
- calculate medical dosages
- collect clinical data
- collect dental laboratory diagnostic data
- communicate technical information
- conduct patient assessments
- counsel patients concerning diet
- diagnose or treat oral diseases
- diagnose or treat oral injuries
- follow clinical radiation safety procedures
- follow confidentiality procedures
- follow dental or medical office procedures
- follow dental or medical x-ray procedures
- follow infectious materials procedures
- follow patient care procedures
- identify body response variations
- interpret medical laboratory test results
- interpret x-rays
- make decisions
- make presentations on health or medical issues
- monitor patient's condition
- observe patient condition
- obtain information from clients, customers, or patients
- operate dental equipment
- order medical laboratory tests
- perform dental hygiene procedures
- perform minor surgery
- prepare patient reports
- prescribe or recommend drugs, medical devices or other forms of treatment
- understand properties or composition of drugs
- understand technical operating, service or repair manuals
- use clinical problem solving techniques
- use counseling techniques
- use dental treatment procedures
- use emergency medical treatment procedures
- use interpersonal communication techniques
- use knowledge of investigation techniques
- use knowledge of medical terminology
- use research methodology procedures in health care
- use sanitation practices in health care settings
- write technical health or medical documents

Tools:












- Dental elevators - Cross-bar elevators, Fiberoptic periosteal elevators, Periodontal elevators, Periosteal elevators, Root elevators
- Dental forceps - Anterior forceps, Articulating paper forceps, Bayonet forceps, Bicuspid forceps, Crown removing pliers
- Dental hand pieces or accessories - Angle dental handpieces, Dental handpieces, High-speed dental handpieces, Periotomes, Slow-speed dental handpieces
- Dental material pluggers or tips or accessories - Cement placing instruments, Dental condensers, Endodontic pluggers, Plastic filling instruments, Pluggers
- Dental probes - Double-end explorers, Double-end periodontal probes, Explorers, Fiberoptic diagnostic probes, Furcation probes

Technology:

- Accounting software - Accounting software
- Internet browser software - Web browser software
- Medical software - ABELSoft ABELDent, ACE Dental, AlphaDent, AltaPoint Data Systems AltaPoint Dental, DSN Software Dental-Exec
- Spreadsheet software - Spreadsheet software
- Word processing software - Word processing software

Mandatory Federal New Hire Documents Checklist

The items listed are either mandatory or highly recommended for all employers. HR compliance is complex, forms are constantly changing, and each practice is unique. To ensure you are fully compliant and to learn more about your state-specific requirements, please contact HR for Health by email at compliance@hrforhealth.com or calling 877-779-4747 x 1.

-  I-9 Form
-  I-9 Form Instructions
-  Employees Rights and Responsibilities Under E-Verify
-  W-4 Form
-  State Required New Hire Reporting Form
-  Emergency Contact Information
-  Notice to Employee Regarding Payment of Wages
-  Employee Handbook
-  Unlawful Harassment Policy
-  At-Will Statement (Except for Montana)
-  Notice of Employment – Offer Letter

Interview Questions to Avoid & Legal Alternatives

What not to ask	What to ask instead
Are you a U.S. citizen, what is your birthplace or National Origin?	Are you authorized to work in the US?
How long have you lived here?	What is your current address and phone number?
What religion do you practice?	What days are you available to work?
Which religious holidays do you observe?	Are you able to work with our required schedule?
How much longer do you plan to work before you retire?	What are your long-term career goals?
Do you have or plan to have children or are you pregnant?	Are you available to work overtime on occasion? Can you travel?
If you get pregnant, will you continue to work, and will you come back after maternity leave?	What are your long-term career goals?
Are you married or single? Do you have kids?	Are you able to meet the travel or scheduling requirements of this job?
What is your religion?	Are you available to work our required schedule, which may include weekends or evenings?

Interview Questions to Avoid & Legal Alternatives

What not to ask	What to ask instead
Do you have kids?	What is your experience with "x" age group?
We've always had a man/woman do this job. How do you think you will stack up?	What do you have to offer our company?
How do you feel about supervising me/women?	Tell me about your previous experience managing teams.
Do you have any disabilities, handicaps, or mental conditions? What is the nature or severity of your disability?	Are you able to perform the specific duties of this position?
Have you had any recent or past illnesses or operations?	Are you able to perform the essential functions of this job with or without reasonable accommodations? Career goals?

Remember, you should avoid asking questions that are directly or indirectly related to a candidate's race, color, religion, sex, national origin, age, disability, or any other protected characteristic. Instead, focus your questions on qualifications, skills, and job-related factors to ensure a fair and unbiased interview process.

Reference Check Templates

Download the template here or recreate your own version based on the outline below.

[Practice Name]

Reference Check for Employment

Applicant: _____

To: _____

Representative

Company Name

Email Address

Phone Number Fax Number

From: _____

Representative

Company Name

Email Address

Phone Number Fax Number

We are considering _____ for a position with our company.

We thank you in advance for your cooperation in returning this form as soon as possible at the email address noted above.

Reference Check Templates

Download the template here or recreate your own version based on the outline below.

Name of Applicant:_____

Dates of Employment:

Start:_____ **End:**_____

Position(s) Held:_____

Job Duties:_____

Would Rehire:____

Would Not Rehire:____ (Response to this question is protected by
California Civil Code, Section 47 (c).)

Reason for Separation of Employment?_____ **Attendance (Check one):** __Excellent __Satisfactory __Poor

Overall Performance (Check One): __Excellent __Satisfactory __Poor **Written**

Responses:

1. What type of work environment do you think the candidate would be most likely to thrive in – and why?
2. Would you recommend this candidate?

Reference Check Templates

Download the template here or recreate your own version based on the outline below.

3. What was one of the candidate's most memorable accomplishments while working with you?

4. How would you describe the candidate's reliability and dependability?

Additional Comments: _____

All information provided herein is true and accurate, and provided solely in response to inquiries that are of legitimate business interest to all parties.

Name of Person Completing this Reference

Check: _____

Signature: _____

Date: _____

Salary History Inquiry Regulations by State

State	Restrictions	Prohibited Behavior
Alabama	State Law	Refusing employment actions or retaliating if an applicant doesn't provide wage history
Alaska	None	
Arizona	None	
Arkansas	None	
California	State & Local Laws	Using salary history when deciding on employment offers or salary offer. Seeking applicants salary history directly or indirectly
Colorado	State Law	Seeking wage rate of a prospective employee. Using wage rate history to determine wage rate.
Connecticut	State Law	Inquiring about applicants wage and salary history directly or indirectly
Delaware	State Law	Screening applicants based on salary history. Seeking salary history information from applicant or previous employer
District of Columbia	None	
Florida	None	

Salary History Inquiry Regulations by State

State	Restrictions	Prohibited Behavior
Georgia	Local Law Only	<i>Please seek support on local laws in this state</i>
Hawaii	State Law	Inquiring salary history of applicant Relying on salary history during hiring negotiations
Idaho	None	
Illinois	State and Local Laws	Screening applicants based on wage or salary history. Setting preconditions related to wage or salary history disclosure
Indiana	None	
Iowa	None	
Kansas	None	
Kentucky	Local Law Only	
Louisiana	Local Law Only	
Maine	State Law	Using or inquiring about the compensation history from prospective employee or previous employer
Maryland	State and Local Laws	Relying on applicants salary history during application process Seeking applicants salary history directly or indirectly
Massachusetts	State Law	Seeking applicants salary history directly or indirectly
Michigan	None	

Salary History Inquiry Regulations by State

State	Restrictions	Prohibited Behavior
Minnesota	Yes (effective from Jan 1, 2024)	Inquiring, considering or requiring disclosure of pay history
Mississippi	Local Law Only	
Missouri	Local Laws Only	
Montana	None	
Nebraska	None	
Nevada	State Law	Seeking wage or salary history of applicant Relying on wage or salary history to decide employment or pay rate
New Hampshire	None	
New Jersey	State and Local Laws	Screening applicants based on salary history Imposing preconditions related to salary history
New Mexico	None	
New York	State and Local Laws	
North Carolina	State Law	
North Dakota	None	
Ohio	Local Laws Only	<i>Please seek support on local laws in this state</i>
Oklahoma	None	

Salary History Inquiry Regulations by State

State	Restrictions	Prohibited Behavior
Oregon	State Law	Asking about salary history directly or from previous employer
Pennsylvania	State and Local Laws	
Rhode Island	Yes (effective from Jan 1, 2023)	Seeking wage history Relying on wage history for employment considerations and wage determination upon hiring
South Carolina	Local Laws Only	<i>Please seek support on local laws in this state</i>
South Dakota	None	
Tennessee	None	
Texas	None	
Utah	Local Laws Only	
Vermont	State Law	Inquire about current or past compensation directly or from previous employer
Virginia	State Law	
Washington	State Law	Seeking wage or salary history directly or from any previous employer. Imposing criteria-based requirements on past wage or salary history
West Virginia	None	
Wisconsin	None	
Wyoming	None	

Offer Letter Template

[Download the template here](#) or recreate your own version based on the outline below.

Reporting To: [Enter Supervisor Name]

Address: [Enter Address Where Employee will Work]

Initial Weekly Schedule: [Enter Proposed Starting Schedule]

Rate of Pay and Classification

[Exempt or Non-Exempt] Employee starting at \$ [Enter Salary/Wage]

Offer Contingencies

This offer is contingent upon our satisfaction with the results of: [Enter contingencies, for example successful background check]

Other Information

On your first day of work, please bring with you evidence of your U.S. citizenship or proof of your legal right to live and work in this country. We are required by federal law to examine documentation of your employment eligibility within three business days after you begin work. [Enter Additional Notes if Necessary]

Sincerely,

[Doctor Name or Hiring Manager]

Brought to you by



To learn more about hiring best practices, the staffing market, and how to automate your onboarding reach out to us below.

[Book a demo with HR for Health](#)

[Learn more with Kwikly](#)

