CLINICAL DENTAL ASSISTING PROGRAM

POLICY & PROCEDURES MANUAL
2010-2011
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INTRODUCTION

The purpose of the Policy Manual is to inform the dental assisting student of the policies and procedures of the Rio Salado College Clinical Dental Assisting Program.

MISSION STATEMENT

The Rio Salado College Clinical Dental Assisting Program provides accessible, innovative, high-quality education, fostering ethically responsible students to support the field of dentistry with a foundation of dedication to on-going assessment and community service.

PROGRAM GOALS

The goals of the Rio Salado College dental assisting program are to:

- Prepare graduates who possess the skills and knowledge to competently, legally, and ethically support the field of dentistry.
- Provide a curriculum that facilitates instructional strategies that enhance student learning.
- Provide graduates a learning environment that fosters a commitment to scientific inquiry, life-long learning, community service, and professional development.
PATIENT’S BILL OF RIGHTS

1. The patient has the right to considerate and respectful care.

2. The patient has the right to obtain complete current information concerning his/her diagnosis, treatment and prognosis, in terms the patient can understand.

3. The patient has the right to know any treatment alternatives, risk of no treatment and expected outcomes of various treatments.

4. The patient has the right to receive from his/her clinician necessary information to give informed consent prior to the start of any procedure and/or treatment, as well as the right to refuse any treatment.

5. The patient has the right to continuity and completion of dental treatment that meets the standards of care in the profession.

6. The patient has the right to every consideration of privacy and confidentiality.

7. The patient has the right to examine and receive an explanation of the cost of dental treatment.

PATIENT CONFIDENTIALITY POLICY

1. All information in patient’s records is confidential and is not to be copied or revealed to others, except for specific course assignments as approved by an instructor.

2. Patient information used in the context of a learning experience, case presentation, or research will be anonymous, avoiding the use of protected health information and following HIPAA guidelines of patient privacy.

3. A breach of confidentiality will result in disciplinary action, up to and including possible termination of employment or suspension from the dental assisting program.

4. Oral communication in the clinic setting will be conducted in a discreet and confidential manner.

5. Electronic communication (eg., fax transmittals) of patient information will be conducted in a discreet and confidential manner, utilizing cover sheets during fax transmissions.

6. To ensure that MCCD students, faculty and staff involved in clinical training of students understand the patient privacy requirements of those clinical sites and of applicable law, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996, all faculty, staff and students will sign a confidentiality agreement for MCCD Health Care Integrated Educational System at the beginning to clinical training.
COMMISSION ON DENTAL ACCREDITATION
COMPLAINT POLICY

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

A copy of the appropriate accreditation standards and/or the Commission’s policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653.
PROGRAM DESCRIPTION

The Certificate of Completion (CCL) in Clinical Dental Assisting enables students to practice advanced expanded functions clinical dental assisting. The distance education format and frequent enrollment opportunities allow for flexibility in program completion. The program is a blend of academic and clinical coursework that requires attention to detail and motivation to complete tasks on a timeline. Courses must be taken in specific chronological order with clinical experience completed in partnership with a practicing dentist who is a member of the state Dental Association.

Graduates from the program will be eligible to take the following Dental Assisting National Board (DANB) Certification Examinations: Arizona State Certification in Radiation Health and Safety Exam, Arizona State Certification in Coronal Polishing Exam, DANB RHS—Radiation Health and Safety Exam, DANB ICE—Infection Control Exam. DANB CHAIRSIDE – Chairside Exam.

PROGRAM COMPETENCIES

1. Analyze the role of dental team members in the delivery of dental care. (CDA105, CDA110, CDA120, CDA242)
2. Relate the regulation of dental assistants pursuant to state laws and regulations. (CDA105, CDA110, CDA120, CDA125, CDA240, CDA242)
3. Describe the roles of professional and safety organizations associated with dentistry. (CDA105, CDA110, CDA125, CDA240, CDA242, CDA245)
4. Use effective interpersonal communication skills. (CDA105, CDA110, CDA125, CDA240, CDA242, CDA245)
5. Demonstrate effective patient management skills. (CDA105, CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
6. Perform skills within the business practice management systems of a dental practice. (CDA105, CDA242, CDA245)
7. Complete dental charts. (CDA105, CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
8. Perform intra and extra oral preliminary dental examinations. (CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
9. Perform accepted infection control and safety procedures in compliance with the Bloodborne Pathogens Standards and Hazard Communication Standard. (CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
10. Identify and describe anatomical structures and stages of development. (CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
11. Identify and describe histological structures of oral tissues, diseases and developmental anomalies associated with dentistry. (CDA110, CDA115, CDA120, CDA240, CDA242, CDA245)
12. Explain the processes of inflammatory, regeneration and repair of tissues. (CDA110, CDA115, CDA120, CDA240, CDA242, CDA245)
13. Obtain vital signs and medical/dental history information. (CDA110, CDA115, CDA120, CDA240, CDA242, CDA245)
14. Demonstrate the ability to assist with medical emergencies in a dental office. (CDA105, CDA110, CDA115, CDA120, CDA240, CDA242, CDA245)
15. Explain uses, effects and components of pharmaceutical agents used in dentistry. (CDA110, CDA115, CDA120, CDA240, CDA242, CDA245)
16. Manipulate, maintain, and explain physical properties of dental materials. (CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
17. Practice taking preliminary impressions, study casts, and occlusal registrations for the purpose of study and working model fabrication. (CDA105, CDA110, CDA115, CDA120, CDA240, CDA242, CDA245)
18. Operate and maintain dental equipment. (CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
19. Demonstrate knowledge of radiation health and safety measures. (CDA105, CDA110, CDA115, CDA240, CDA242, CDA245)
20. Demonstrate knowledge of exposing, processing, and mounting radiographs. (CDA240, CDA242)
21. Produce diagnostically acceptable radiographs using radiation health and safety measures for patients and operators. (CDA240, CDA245)
22. Prepare dental instrument systems for general procedures. (CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
23. Perform clinical chairside dental assisting functions in the delivery of general procedures.
   (CDA105, CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA245)
24. Demonstrate providing patients with oral hygiene instructions and nutritional counseling. (CDA110, CDA242, CDA245)
25. Identify and describe the major systems in the human body and their functions. (BIO160)
26. Identify and describe clinical chairside expanded dental assisting functions. (CDA252, CDA285)
27. Perform clinical chairside expanded dental assisting functions. (CDA252, CDA285)
28. Identify and describe specialty dental procedures. (CDA292)
29. Prepare dental instrument systems for specialty procedures. (CDA292)
30. Perform clinical chairside dental assisting functions in the delivery of specialty dental procedures. (CDA292)
31. Analyze procedures and outcomes associated with specialty dental procedures. (CDA292)
32. Demonstrate effective writing skills. (ENG101, ENG107)
33. Demonstrate ability to perform cardiopulmonary resuscitation. (HCC109)
34. Summarize the importance of effective communication skills in a dental office. (HCC130AD)
35. Demonstrate effective communication skills with patients and dental office staff. (HCC130AD)
ADMISSIONS POLICIES

To Gain Admissions to the Dental Assisting Program Applicants Pool Candidates must:

Have a high school diploma or GED equivalent,
And
Submit proof of a valid Fingerprint Clearance Card,
And
Submit official transcripts showing a passing grade of “C” or better on applicable courses

Once a completed application packet has been received and verified by the college. Applicant names will be placed on the wait list for the next available cohort start. Once placed on the wait list, an applicant is permitted the option to delay their start date one time. Official notification of admission will not be sent until 1 week after submission deadline.

ACCEPTANCE REQUIREMENTS

Once a student has received a letter of acceptance into the program they must acknowledge that they must complete the following requirements and documentation by the designated due dates. (Student responsible for all costs associated with requirements)

Due Prior to the First Date of Class

1. Allied Health Program Requirements, Practicum and Internship, and Additional Materials Acknowledgement Form
2. Student Contract
3. Maricopa County Community College District Health Programs Voluntary Assumption of Risk and Release of Liability

Due Prior to Enrollment into CDA240

1. Non-Academic Allied Health Program Policies for Students forms:
   a. Consent for Release of Information (pg. 12)
   b. Compliance of Policies (pg. 12)
   c. MCCCD Allied Health Programs Health And Safety Documentation (pg. 13-15)
2. Proof of Current CPR Certification

During Enrollment in CDA240

1. Register and pay for Background Check and Drug Screening (CertifiedBackground.com).
2. Drug Screening completed.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>CDA105</td>
<td>Introduction to Clinical Dental Assisting and Dental Office Management</td>
<td>1</td>
</tr>
<tr>
<td>CDA110</td>
<td>Infection Control and Hazard Communication</td>
<td>2</td>
</tr>
<tr>
<td>CDA115</td>
<td>Dental Anatomy and Pathology</td>
<td>3</td>
</tr>
<tr>
<td>CDA120</td>
<td>Dental Practice Emergencies and Patient Management</td>
<td>1</td>
</tr>
<tr>
<td>CDA125</td>
<td>Dental Materials</td>
<td>3</td>
</tr>
<tr>
<td>CDA240</td>
<td>Dental Radiographic Imaging</td>
<td>3</td>
</tr>
<tr>
<td>CDA242</td>
<td>Clinical Dental Assisting I: Basic Skills</td>
<td>3</td>
</tr>
<tr>
<td>CDA245</td>
<td>Fundamentals of Basic Clinical Skills</td>
<td>1</td>
</tr>
<tr>
<td>BIO160</td>
<td>Introduction to Anatomy and Physiology</td>
<td>4</td>
</tr>
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<td>CDA252</td>
<td>Clinical Dental Assisting II: Advanced Skills</td>
<td>3</td>
</tr>
<tr>
<td>CDA285</td>
<td>Clinical Dental Assisting Seminar</td>
<td>1</td>
</tr>
<tr>
<td>CDA292</td>
<td>Dental Specialties</td>
<td>2</td>
</tr>
<tr>
<td>ENG101</td>
<td>First Year Composition (3) OR</td>
<td></td>
</tr>
<tr>
<td>ENG107</td>
<td>First Year Composition for ESL (3)</td>
<td>3</td>
</tr>
<tr>
<td>HCC109</td>
<td>CPR for the Health Care Provider (0.5) OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proof of Current CPR Certification (0.5)</td>
<td>0-0.5</td>
</tr>
<tr>
<td>HCC130AD</td>
<td>Communication and Teamwork in Healthcare Organizations</td>
<td>0.5</td>
</tr>
</tbody>
</table>
ADVANCED STANDING POLICY

The dental assisting program will consider applicants requesting advanced standing if the following conditions are met:

1. Program has vacancy.

2. Application is submitted.

3. Official transcripts are submitted demonstrating course completion of a letter grade of “C” or better. **NOTE:** Dental / dental assisting courses taken 2 or more years ago will not qualify for advanced standing.

   **OR**

   Copy and verification of passing DANB RHS and ICE exams and documented work experience of 600 hours as a chairside assistant.

4. Applicant meets current minimum application criteria.

5. If applicable, letter from previous dental assisting program director stating academic status while in the program, noting any remediation, tutoring or counseling that may have occurred. (Letter is to be mailed directly to Rio Salado College, Dental Assisting Program Director).

6. Letter from applicant explaining the request for advanced standing.

7. Purchase texts, manuals and instruments as required by the program.

8. Adherence to all other admission and promotion and retention policies.

9. Advanced standing status must be approved by the program administrator and Student Enrollment Services.
WITHDRAWAL AND RE-ADMISSION POLICIES

A student requesting re-admission should understand that changes in courses and/or prerequisites may occur. Therefore, the date of readmission may take precedence over an earlier catalog enrollment date.

1. A student who exits the Dental Assisting Program for any reason is not guaranteed re-admission.

2. All re-admissions are subject to space availability and acceptance of application for advance standing. Re-applications are reviewed outside of the standard candidate selection process.

3. Withdrawal due to academic difficulty will not be assigned highest priority for re-admission.

4. At the time of withdrawal from the Dental Assisting Program, the student must have an exit interview with the Department Chairperson and complete an Early Exit Interview within 10 working days of leaving the program. Applicants without Early Exit Interview Surveys will not be allowed back into the program.

5. A student who withdraws two times will not be re-admitted to the program.

6. Procedures for re-admission:
   A. Complete a new dental assisting application.
   B. Submit a written request for re-admission to the Dental Assisting Program Director. This will include a summary of work, educational, or other life experience obtained since leaving the program. The request should address how the re-applicant will successfully complete the program.
   C. Submit current transcripts.
   D. Applicants application packet, Early Exit Interview and previous course work performance is then reviewed by the Dental Assisting Program Director. Re-admission into the program is either granted or denied by the Dental Assisting Program Director.
   E. Re-applicants will be notified in writing as to their application status.
   F. If applicant is accepted back into the program, he/she must meet with the Program Director to discuss skills updating and remediation. This may require the applicant to repeat course work, purchase new instruments and textbooks.
CLINICAL DENTAL ASSISTING PROGRAM
ESSENTIAL ABILITIES REQUIREMENTS FOR RETENTION AND PROMOTION

Essential abilities are academic performance requirements that refer to those physical, cognitive and behavioral abilities required for satisfactory completion of all aspects of a dental assisting program curriculum, and the development of personal attributes required by the faculty of all students at graduation. The essential abilities required by the curriculum are in the following areas: motor, sensory, communication, intellectual (conceptual, integrative, and quantitative abilities for problem solving and diagnosis) and the behavioral and social aspects of the performance of a dental assistant. These are attributes each dental assistant must possess and the use of a third party for the fulfillment of these attributes is not adequate.

Motor Skills
- Physical dexterity to master technical and procedural aspects of patient care.
- Lifting / sitting for long periods of time.
- Adequate physical stamina and energy to carry out taxing duties over long hours.
  (These vary by specialty and must be made program-specific.)

Sensory Abilities
- Students must be able to gather information with all senses, especially sight, hearing and manual dexterity, in order to perform the dental assisting process of care.

Communication Skills
- Students must be able to communicate effectively with patients, including gathering information appropriately, explaining medical/dental information in a patient-centered manner, listening effectively, recognizing, acknowledging and responding to emotions, and exhibiting sensitivity to social and cultural differences.
- Students must be able to communicate effectively and work cooperatively with supervisors, other students, and all other health care team members.

Intellectual Abilities
- Students must be able to comprehend and learn factual knowledge from readings and didactic presentations, gather information independently, analyze and synthesize learned material and apply information to clinical situations. Students must be able to develop habits of life-long learning.
- Students must be able to develop sound clinical judgment and exhibit well-integrated knowledge about the dental assisting process of care, to include: assessment, planning, implementation and evaluation of dental assisting services. They must be comfortable with uncertainty and ambiguity in clinical situations, and seek the advice of others when appropriate.
Behavioral, Social and Professional Abilities

• Students must possess the emotional maturity and stability to function effectively under stress that is inherent in healthcare professions and to adapt to circumstances which are unpredictable or that change rapidly. They must be able to interact productively, cooperatively and in a collegial manner with individuals of differing personalities and backgrounds, and be an active contributor to the process of providing health care by demonstrating the ability to engage in teamwork and team building. They must demonstrate the ability to identify and set priorities in patient management and in all aspects of their professional work. They must be punctual and perform work under strict time frames.

• Students must be capable of empathetic response to individuals in many circumstances and be sensitive to social and cultural differences.

• Students must exhibit an ethic of professionalism, including the ability to place others’ needs ahead of their own. They must exhibit compassion, empathy, altruism, integrity, responsibility and tolerance, as well as demonstrate the ability to exercise the requisite judgment required in the practice of dental assisting.

DISABILITY SERVICES

1. Students are expected to participate fully in activities required by the program. This includes, but is not limited to, standing for several hours at a time, bending, walking and sitting for several hours.

2. Any student having a temporary medical condition inhibiting/restricting their activities must supply a written explanation from their physician. Should a student become unable to participate fully in the program’s activities, they may be withdrawn.

3. Should the student require any type of special accommodation, the student must notify the instructor and contact the Rio Salado College, Disability Services office. The Disability office should be contacted before the first day of classes.

4. Reasonable accommodations will be given only with appropriate documentation of special needs. Individual faculty will NOT provide extra time or different classroom environments without official documentation of disability.
EVALUATION POLICIES

1. CDA105, CDA110, CDA115, CDA120, CDA125, CDA240, CDA242, CDA252, CDA285, and CDA292 use the following grading scale:

90 - 100 = A
80 - 89 = B
70 - 79 = C
60 - 69 = D  (Unacceptable grade to continue in the Dental Assisting Program)
0 - 59 = F

CDA245 uses the following grading scale:

93 – 100 = A
84 – 92 = B
75 – 83 = C
66 – 74 = D  (Unacceptable grade to continue in the Dental Assisting Program)
0 – 73 = F

2. Grades are based upon examinations, clinical performance, lab skills, and/or other assignments as outlined in each course syllabus. Students must pass each course examination with a minimum of 70% in order to receive a passing grade in the course. Additionally, students must complete ALL assignments within a course to receive a passing grade.

3. “Incomplete” Grade Protocol
In the event that a student is unable to complete the stated objectives and requirements for course, the student will be given a maximum of 2 weeks in the same semester to complete the course requirements. Variations are at the discretion of the program director.

PROMOTION AND GRADUATION POLICY

The dental assisting courses are sequential and the successful completion of each course is a prerequisite for promotion to the next level.

Students wishing retention in the program must satisfy the requirements of scholarship, academic integrity, health, and conduct in this manual, clinic manual, and the Rio Salado College Catalog.

Students unable to progress through the clinical experience at a rate necessary to complete all requirements within the usual time frame may be encouraged to seek the assistance of a tutor or skill re-mediation. Students who are unwilling to participate in a tutorial will risk an extension of their clinical experience or dismissal from the Dental Assisting Program. (Remediation policies are noted in subsequent sections of this manual.)
Students having academic difficulty are encouraged to take advantage of the campus Student Enrollment Services department tutoring and/or courses in reading, comprehension, note taking, test taking, listening skills, etc.

Dental assisting students may progress through the subsequent semesters of the program if the following have been achieved:

1. Attendance at all class and clinical sessions to meet the criteria of the course.
2. Maintenance of at least a 2.0 grade point average.
3. Achieve no grade lower than a “C” in any Dental Assisting course.

Dental assisting students may progress through the subsequent semesters of the program if the following have been achieved:

1. Attendance at all class and clinical sessions to meet the criteria of the course.
2. Maintenance of at least a 2.0 grade point average.
3. Achieve no grade lower than a “C” in any Dental Assisting course.

Students are responsible for their own learning; however, mechanisms exist to assist the student. When a student has a grade average of 75% or below, the instructor will notify the student through a Letter of Concern or during the course. If the student receives such a letter, he/she must make an appointment with the instructor to discuss the problem and identify methods of resolution. Should the final grade for the course result in 70% or less the student will be dismissed from the program. Should the final grade on the final exam result in 70% or less the student will be dismissed from the program. Students are eligible to reapply to the program. Refer to the re-admission policies found in this manual.

4. Completion of all written assignment and clinical competencies.

Policy states that students will be allowed 3 attempts to pass in person competency/process evaluations (CDA245). Remediation will be required following the failure of the third attempt. Students will be allowed a 4th attempt at a competency/process evaluation. Students failing their 4th attempt may be dismissed from the program and a withdrawal/failing will be recorded on their transcript for that course.

A grade of “I” (Incomplete) may be used in courses only due to extreme or unusually circumstances. An incomplete contract must be completed and removed according to the contractual agreement. Changes to this policy are at the discretion of each course instructor, clinic coordinator, and program director.

5. Strict adherence to Rio Salado College Clinical Dental Assisting Program Safe Practice Policy.

6. All program equipment must be returned in good working order -or- replaced for cost by the student prior to the final day of the practicum. Student’s diploma will be withheld until all accounts are reconciled.

7. Sign MCCD policies regarding Assumption of Risk, Patient Privacy & Confidentiality, and Experiential Risk Forms. (Found at end of manual).
DISCIPLINARY ACTION GUIDELINES

When a dental assisting student is in violation of any requirement contained in this policy manual, he/she is subject to disciplinary action or immediate dismissal. All students should carefully review the Maricopa Community College Academic Misconduct and Student Discipline codes.

DEFINITION OF SAFE PRACTICE

Safe practice is defined as the application of scientific principles in performing dental assisting duties. Care is provided in a reasonable and prudent manner, providing for the welfare and protection of the patient, clinical and office personnel and self. Safe practice implies that the student can demonstrate awareness of the potential effect of actions and decisions. Such actions and decisions shall not endanger the integrity of the patient. A student will be dismissed from a laboratory or clinical setting any time a failing state is judged by the instructor that constitutes a regression in providing and applying the principles of: standard precautions, instrumentation or total patient care and deems the behavior a direct threat to the safety and welfare of the patient or those around the student. Violation of this policy represents a breach of academic integrity in fulfilling program competencies. As a result, the student may be permanently dismissed from the program. The student will earn a letter grade of failing “F” in the associated course. Alterations to this policy are at the discretion of the Program Director.

REMEDICATION PROCEDURES

Written documentation of prescribed remediation will be provided to the student and filed in the student’s permanent record. Students may be required, at the discretion of the program director, to secure additional clinical and/or laboratory experiences for continued promotion within the program.

Skills re-mediation sessions are available under the following conditions:

1. Individual tutoring is necessary to improve skill to an acceptable level. There maybe an additional fee for individual tutoring.

2. Students may contact the program director for additional sessions or the instructor may request special sessions through a “Letter of Concern”.

3. Students may be required to develop a “Performance Improvement Plan” (PIP) outlining their goals, timeline and measures of improvement. Faculty and/or Clinic Coordinators will assist the student in developing the PIP.
MARICOPA COMMUNITY COLLEGE
DISTRICT ATTENDANCE POLICIES

Attendance is mandatory as part of the dental assisting course requirements. It is the student’s responsibility to consult with the instructor regarding official or unofficial absences. Absences begin to accumulate with the first scheduled class meeting.

1. Official absences-are those that occur when students are involved in an official activity of the college, i.e. field trips, tournaments, athletic events, and present the appropriate official absence excuse form. Students who must miss a class for an official reason must obtain an official absence verification card from the appropriate dean and present it to the appropriate instructor(s) prior to the absence. Prior arrangement must be made with each instructor for make-up work. If prior arrangements have been made, the student will not be penalized.

2. Unofficial absences-are all other absences. While instructors may permit students to make up work which has been missed because of unofficial absences, they are not obligated to do so. The student is responsible for making up missed work.

3. Religious holidays-Students shall have the right to observe major religious holidays without penalty or reprisal by any administrator, faculty member employee of the Maricopa Community Colleges. Absences for such holidays shall not count against the number of absences allowed by an instructor or department. At least one week prior to the holiday, students shall submit to their instructors a written statement which contains both the date of the holiday and the reason why class attendance is impossible.
RIO SALADO COLLEGE CLINICAL DENTAL ASSISTING PROGRAM ATTENDANCE POLICIES

One of the criteria for success within the dental assisting profession is the ability to work within stringent time constraints.

Absences interfere with one’s ability to meet course objectives. While it is recognized that objectives may be reached through many avenues of experiences, each planned activity has a specific purpose for the learner. Many of these experiences cannot be duplicated and are therefore lost if the opportunity is missed. The following statements reflect the accepted standards for absence during dental assisting courses.

1. Attendance is mandatory as part of all in person course requirements in the program.

2. Attendance during the practicum portion (2 days of in-person assessment in Phoenix, AZ) of CDA245 is mandatory, if a student is absent during any scheduled time, they will have to withdraw from the course. The student will be eligible to re-take the course the next time the course is available. The student must make arrangements with the program director no later than 30 days prior to the next available course date.

3. In the event of illness or emergency, the student must contact the program director or proctor prior to the students scheduled report time.

4. Full-time attendance is required during all 300 scheduled internship hours.

5. Students must keep in contact with the Internship Coordinator during their internship hours. If an issue arises, the student must contact the Internship Coordinator immediately to explain the situation.

6. Permission to leave the internship site early due to broken or cancelled appointments must be approved by the internship coordinator.

7. Students demonstrating poor attendance will be referred to program director for possible expulsion from the program.
RIO SALADO COLLEGE
CLINICAL DENTAL ASSISTING PROGRAM
INTERNSHIP INFORMATION

Students are required to complete two internship rotations. **Internship hours are part of the learning experience and are not a paid position.** Your internship site is an extension of the college and should be considered like a lab experience. Students should expect to work on average 32-40 hours per workweek (Monday - Friday) for a total of 300 hours. Students are expected to work the same scheduled hours the clinic or dental office is open each day, therefore if the office is open in the evening, the student is required to be there as well.

Rio Salado College will identify one potential internship site for each student for their internship rotation. It is the student's responsibility to secure the internship site after attending an interview set up between the student and internship site. If a student is not selected by an internship site or rejects an internship site, which the college has identified, it is the student's responsibility to research and secure a site, which meets program standards.

Students must keep in contact with the Internship Coordinator during their internship hours. If an issue arises, the student must contact the Internship Coordinator immediately to explain the situation, discuss their options and how to proceed.

If a student is released from an internship site for any reason, it will be the student's full responsibility to secure another site that meets program standards. If a student cannot secure an internship site by the 21st day of the course, he/she must withdraw from the course, or he/she will be assigned a non-passing grade for the course. Rio Salado College does not guarantee student placement for the internship portion of the program.

**Professional Conduct at an Internship Site:**

Specific information regarding Student Professionalism can be located in the Maricopa Community Colleges Non-Academic Program Policies for Students Manual. A copy of the manual can be located at the following web address:

http://healthcare.maricopa.edu/pdfDocs/NonAcademicAlliedHealthProgramPolicies.pdf

Examples of professional conduct violations may include, but are not limited to the following:

- Vulgar language
- Excessive absences or tardiness
- Walking out/no show at a site without prior approval from Internship Coordinator
- Conflict/confrontation with staff or dentist
- Not following established infection control protocols for equipment
- Use of personal cell phones during work hours
RIO SALADO COLLEGE
CLINICAL DENTAL ASSISTING PROGRAM

Letter of Concern

Date: ___________________________  Student: ___________________________

Course: _________________________  Instructor: __________________________

Students are required to meet immediately with the course instructor to discuss this document per Program Promotion and Retention Policies.

AREA OF CONCERN

REMEDIATION

My signature verifies that I have been made aware of my current status in the above named dental assisting course. In addition, it provides my intent to follow through with the agreed upon plan of remediation.

Student Signature ___________________________  Date

Instructor Signature ___________________________  Date

*copies to Student, Faculty and Student’s Permanent File  2/00
HEALTH REQUIREMENTS FOR STUDENTS

The following policies pertain to the student’s health status while in the program:

1. All injuries or illnesses affecting the student’s academic performance or ability to perform safe clinical treatment must be reported to the Program Director.

2. In circumstances of student illness, injury, or other health limitations during any clinical portion of the program, both the program’s and the college’s health policies must be upheld. The program director or internship proctor will assess a student’s ability to give adequate dental assisting care and will determine if the student can remain and/or return to the clinic, regardless of a physician’s approval for return. Each situation will be handled on a case-by-case situation.

3. If illness occurs during clinical practice, the internship proctor will determine if the student must leave the clinic. The student will be referred to his/her private physician for appropriate care and treatment. All costs incurred are the responsibility of the student.

4. Any student having a temporary medical condition inhibiting/restricting his/her activities must submit a written explanation from their physician.

5. When a physician’s recommendation is required before a student may resume his/her normal academic and clinic activities, that recommendation must specifically state that the student is physically able to provide direct client care without risk to self or client.

6. Any student who becomes unable to participate fully in the program’s activities may be withdrawn from the program.

7. Students are financially responsible for any injury incurred during program activities. Students are responsible for costs regarding immunizations and blood titer tests throughout the duration of the program.

8. Students must sign and turn into the Program Director the Maricopa County Community College District Health Programs Voluntary Assumption of Risk and Release of Liability form attached to the end of this manual.
PREGNANCY DURING THE DENTAL ASSISTING PROGRAM

Students are strongly encouraged to carefully evaluate the strenuous physical and mental demands and the strict attendance requirements of the dental assisting program when considering pregnancy. Although the program adheres strictly to OSHA and CDC guidelines for patient care, the student must consult their physician regarding their possible exposure to physical and chemical agents while attending the program. The specific agents include, but are not limited to: ionizing radiation, local anesthetic agents, nitrous oxide-oxygen sedation, and associated chemicals used in patient care.

**Pre-delivery:** Admission to and/or the continuation in the dental assisting program is considered on an individual basis with the following taken into consideration:

1. Consultation with the Program and the determination and signature on the Pregnant Dental Assisting Student Action Plan document.

2. Estimated date of delivery.

3. Physician’s comments / recommendations in writing (on reverse side) for the continuation in the program. The document must address whether the student may participate fully in all the scheduled learning activities for each semester.

**Post-delivery:** Students must again obtain and submit to the Program Director a physician’s written orders that the student may return to the program to fully participate in all learning activities.

*Signature page for physician is found at the end of this manual.*
DEFINITION OF TERMS USED IN ACCREDITATION STANDARDS

TYPES OF INSTRUCTION

Didactic Instruction: Refers to lectures, demonstrations or other instruction without active participation by students.

Laboratory or Preclinical Instructions: Indicates instruction in which students receive supervised experience performing functions using study models, manikins or other simulation methods; students’ performance is evaluated by faculty according to predetermined criteria.

Clinical Instruction: Indicates instruction in which students receive supervised experience in performing functions in the clinical setting on patients and clinical performance of the functions is evaluated by faculty according to predetermined criteria.

LEVELS OF KNOWLEDGE

Familiarity: A simplified knowledge for the purposes of orientation and recognition of general principles.

In-depth: A thorough knowledge of concepts and theories for the purpose of critical analysis and the synthesis of more complete understanding (highest level of knowledge).

LEVELS OF SKILL

Exposure: The level of skill attained by observation of or participation in a particular activity.

Laboratory/Preclinical Competence: The achievement of a predetermined level of special skill derived from laboratory/preclinical instruction.

Clinical Competence: The achievement of a predetermined level of special skill derived from education and experience in the clinical setting.
DISTANCE EDUCATION: As defined by the United States Department of Education, distance education is "an educational process that is characterized by the separation, in time or place, between instructor and student. The term includes courses offered principally through the use of (1) television, audio or computer transmission; (2) audio or computer conferencing; (3) video cassettes or disks; or (4) correspondence."

The Commission’s accreditation standards have been stated, purposefully, in terms which allow flexibility, innovation and experimentation. Regardless of the method(s) used to provide instruction, the Commission expects that each accredited program will comply with the spirit as well as the letter of the accreditation standards.

DENTAL ASSISTING PROGRAM COMPETENCIES

1. Graduates must be competent in the knowledge and skill required to systematically collect diagnostic data, including:
   a. Medical and dental histories
   b. Vital signs
   c. Extra/intra oral examinations
   d. Dental charting
   e. Radiographs
   f. Preliminary impressions/study casts/occlusal registrations

2. Graduates must be competent in the knowledge and skill required to perform a variety of clinical supportive treatments, including:
   a. Manage infection and hazard control protocol consistent with published professional guidelines
   b. Prepare tray set-ups
   c. Prepare and dismiss patients
   d. Apply current concepts of chairside assisting
   e. Assist with and/or apply topical anesthetic
   f. Assist with and/or place and remove rubber dam
   g. Assist with and/or apply fluoride agents
   h. Provide oral health instruction
   i. Provide post-operative instructions prescribed by a dentist
   j. Maintain accurate patient treatment records
   k. Maintain treatment area
   l. Assist in the management of medical and dental emergencies
   m. Administer cardiopulmonary resuscitation when indicated
   n. Fabricate custom trays
   o. Clean and polish removable appliances and prostheses
   p. Fabricate provisional restorations
3. Graduates must be competent in the knowledge and skill required for business office procedures, including:
   
   a. Manage telephones  
   b. Control appointments  
   c. Perform financial transactions  
   d. Complete third-party reimbursement forms  
   e. Maintain supply inventory  
   f. Manage recall systems  
   g. Operate business equipment to include computers  

4. The general education aspect of the curriculum must include content at the familiarity level in:
   
   a. Oral communications  
   b. Written communications  
   c. Psychology  

5. The biomedical science aspect of the curriculum must include content at the familiarity level in:
   
   a. Anatomy and physiology  
   b. Microbiology  
   c. Nutrition  

6. The biomedical science aspect of the curriculum must include content at the in-depth level in bloodborne pathogens and hazard communications standards and content must be integrated throughout the didactic, preclinical, laboratory and clinical components of the curriculum.  

7. The dental science aspect of the curriculum must include content at the familiarity level in:
   
   a. Oral histology  
   b. Oral embryology  
   c. Oral pathology  
   d. Pharmacology  

8. The dental science aspect of the curriculum must include content at the in-depth level in:
   
   a. Dental materials  
   b. Oral anatomy  
   c. Dental radiology
9. Each student must be able to demonstrate knowledge of radiation safety measures to produce diagnostic radiographic surveys on manikins prior to exposing radiographs on patients.

10. Students must demonstrate minimum competency in taking diagnostically acceptable radiographs on patients in the program facility prior to taking radiographs during extramural clinical assignments.

11. The clinical science aspect of the curriculum must include content at the in-depth level to include:
   a. General dentistry
   b. Specialty procedures as they relate to general dentistry
   c. Practice management
   d. Chairside assisting
   e. Dental-related environmental hazards
   f. Oral health education
   g. Management of dental and medical emergencies
   h. Legal and ethical aspects of dentistry

12. Each student must be assigned to more than one office or clinic for clinical experience and assisting in general dentistry situations is emphasized.

13. As students progress through the clinical phase of the program, their levels of performance must be expected to elevate.

14. Students must maintain a record of their activities in each assignment.

15. Seminars must be conducted periodically with students during the clinical phase of the program.
PROFESSIONAL APPEARANCE POLICY

The following guidelines have been established to ensure safe practice and acceptable infection control during practicum and internship sessions.

A. Attire

1. Practicum/Internship - full uniform is required for all clinical sessions.

   Full uniform includes:
   a. Disposable clinic gown or lab coat with a scrub uniform underneath.
   b. Name badge.
   c. Garments:
      (1) Solid white cotton socks that go above the ankle bone.
      (2) Freshly polished white leather clinic shoes; no clogs, mules or open toes. Shoes should have a limited amount of color or advertising.

2. Scrubs may be worn to practicum/internship; however, scrubs must not be worn home. Disposable clinic gown or lab coat must be removed prior to leaving practicum/internship site daily. Students must remove scrubs at the end of clinical sessions and place in a plastic laundry bag for transport.

3. Scrubs must be laundered separately in hot, soapy water and dried in a normal drying cycle.

4. Professional attire is expected of all students while on campus/internship.

B. Hair

   All hairstyles must be neat, controlled, off the face, and out of the field of operation.

   Longer hair is to be styled up or back, so that it does not fall forward of your ears. Bobby pins & hair ornaments should be kept to a minimum size and style. Hair color must reflect a professional appearance.

   Neatly trimmed beards and mustaches are permitted. Sideburns are permissible to lower earlobe, non-flared.

C. Makeup

   1. Minimal and natural makeup should be used. Avoid the use of black/dark eyeliner and overuse of mascara, eye shadow and lipstick.

   2. False eyelashes are prohibited.

   3. The use of cologne, perfume and scented lotions is prohibited.

D. Jewelry

   All jewelry is prohibited. All accessory studs (to include tongue bars and other obvious jewelry) must be removed! No wrist watches are allowed during clinical and labs.
E. Hands, nails
   1. Nails must be short and clean and should not extend over the fingertips when observed from the palm side. (Not to exceed 2 mm in length.) Artificial nails are prohibited.
   2. Only colorless polish is to be worn. Students will be required to remove colored polish prior to working in labs and clinics.
   3. Water-base hand lotion is acceptable for use in the clinic.

F. Body Ornamentation (Tattoos)
   All tattoos and other decorative and permanent body ornamentations must NOT be visible during all labs and clinics.

G. Gloves
   1. Gloves must be worn in all clinics and labs.
   2. Utility gloves are worn during cubicle disinfection, instrument sterilization procedures and during clinic assistant duties.
   3. Exam gloves must be changed for each patient and/or for each clinic session when with a patient and/or when torn or perforated.

H. Protective Eye Wear
   1. Protective eye wear with side shields must be worn by the operator when working on patients. If a person wears prescription glasses, protective eyewear should fit over the glasses.
   2. Protective eye wear with side shields must be worn during clinical and laboratory sessions, cubicle disinfection and during clinic assistant duties.

I. Masks or protective surgical face shields.
   1. Must be worn by the operator for all intra oral procedures (includes patients and manikins).
   2. Mask must be changed and face shield disinfected for each patient, or when mask is soaked or shield visibly soiled.
   3. Must be worn for cubicle disinfection and during clinical assistant duties.

J. Acceptable combinations of facial barrier protection
   1. Protective eye wear and mask.
   2. Prescription glasses/surgical face shield/mask.
   3. Surgical face shield and mask.

K. Smoking
   1. Students will be required to change their scrubs if smoking odor is obvious.
   2. Follow smoking procedure as set by campus policy.
L. Gum / Beverages / Food
   1. No gum chewing is allowed during clinic or lab sessions.
   2. Students must not have beverages or food in the clinic or laboratory settings.

M. Break Times During Practicum
   1. Scheduled breaks will be observed in lab sessions.
   2. Notify faculty prior to leaving the clinic floor during lab or clinic sessions.

N. Conduct at Front Desk Area
   1. No masks, safety glasses, or gloves are to be worn outside of the clinic or lab setting.
   2. Students must not congregate at the front desk when waiting for patients to arrive.
STUDENT ISSUES AND CONDUCT

Specific information regarding Student Issues and Conduct can be located in the Maricopa Community Colleges Non-Academic Program Policies for Students Manual. A copy of the manual can be located at the following web address:

http://healthcare.maricopa.edu/pdfDocs/NonAcademicAlliedHealthProgramPolicies.pdf
SCHOLARSHIP OPPORTUNITIES

Students interested in scholarship and/or federal loan information are to contact the Rio Salado College Financial Aid office at (480) 517-8310 or http://www.dist.maricopa.edu/resdev/scholarships/apply.ph

Resources available beyond that which is offered through the college are:

* www.finaid.org
* www.fastweb.com
* www.scholarships.com

*Sites are not in any manner affiliated with the Maricopa Community College District.

RELATED DENTAL ASSISTING WEB SITES

The following websites are offered as valuable resources for additional information.

www.rio.maricopa.edu
www.ada.org
www.azda.org
www.dentalassistant.org
www.danb.org
RIO SALADO COLLEGE
CLINICAL DENTAL ASSISTING PROGRAM
STUDENT CONTRACT

By signing this contract, you are affirming that you have read the Clinical Dental Assisting Program Policy and Procedures Manual and fully understand all the requirements, policies and procedures for the successful entry and completion of the Rio Salado College Dental Assisting Program. You have had the opportunity to clarify any and all requirements as they relate to the program.

__________________________________________  _________________________________________
Student Name - PRINT                              Student ID Number

__________________________________________  ____________________________
Student Signature                                Date

* Due prior to the first day of class

* Submit to Dental Assisting Director/Chair

White Copy - Student's Permanent File
Yellow Copy - Student Copy
MARICOPA COMMUNITY COLLEGE DISTRICT HEALTH PROGRAMS

VOLUNTARY ASSUMPTION OF RISK AND RELEASE OF LIABILITY

THIS IS A RELEASE OF LEGAL RIGHTS. READ AND UNDERSTAND IT BEFORE SIGNING.
Maricopa Community Colleges are non-profit educational institutions. References to Maricopa Community Colleges include its officers, officials, employees, volunteers, students, agents, and assigns.

I (print your name), ____________________________ freely choose to participate in the Maricopa Community College District Health Programs. In consideration of my voluntary participation in this Program, I agree as follows:

RISKS INVOLVED IN PROGRAM: I understand that the clinical training environment for this Program in which I am enrolled through Maricopa Community Colleges contains exposures to risks inherent in activities of the Program such as but not limited to bodily injury, communicable and infectious diseases, and property damage.

HEALTH AND SAFETY: I have been advised to consult with a medical doctor regarding my personal medical needs. I state that there are no health-related reasons or problems that preclude or restrict my participation in this Program. I have obtained the required immunizations and other medical tests. I recognize that Maricopa Community Colleges are not obligated to attend to any of my medical or medication needs, and I assume all risk and responsibility therefore. In case of a medical emergency occurring during my participation in this Program, I authorize in advance the representative of Maricopa Community Colleges to secure whatever treatment is necessary, including the administration of anesthetic and surgery. Maricopa Community Colleges may (but is not obligated to) take any actions it considers to be warranted under the circumstances regarding my health and safety. I agree to pay all expenses relating thereto and release Maricopa Community Colleges from any liability for any actions.

ASSUMPTION OF RISK AND RELEASE OF LIABILITY: Knowing the risks described above, and in voluntary consideration of being permitted to participate in the Program, I hereby knowingly assume all risks inherent in this activity and connected activities. I agree to release, indemnify, and defend Maricopa Community Colleges and their officials, officers, employees, agents, and volunteers from and against any and all claims, of whatsoever kind or nature, which I, the participant, my parents or legal guardian or any other person may have for any losses, damages or injuries arising out of or in connection with my participation in this Program.

SIGNATURE: I indicate that by my signature below that I have read the terms and conditions of participation in this Program and agree to abide by them. I have carefully read this Voluntary Assumption of Risk and Release of Liability and acknowledge that I understand it. No representation, statements, or inducements, oral or written, apart from the foregoing written statement, have been made. This voluntary Assumption of Risk and Release of Liability shall be governed by the laws of the State of Arizona that shall be the forum for any lawsuits filed under or incident to this Form or to the Program. If any portion of this Form is held invalid, the rest of the document shall continue in full force and effect.

_________________________________________  __________
Signature of Program Participant                        Date

_________________________________________  __________
Signature of Parent or Legal Guardian                  Date

Must be signed and returned to Program Director prior to clinical experiences.

http://www.dist.maricopa.edu/legal-rmi-forms-AOR_EEA.doc

PREGNANT DENTAL ASSISTING STUDENT ACTION PLAN

To continue in the program, I __________________________ am aware of and will adhere to the following policies and procedures to remain in the program:

1. Radiography activities
   a. Don operator lead shield at all times
   b. Purchase additional radiography dosimeter badge for the abdomen from monitoring company.

2. Clinical Activities
   a. Provide all aspects of patient care during regularly scheduled time (additional time in clinic will be considered on an individual basis only after discussion and approval of the Clinic Coordinator). Clinical remediation may be required and the student will be responsible for the cost of the remediation. (The clinical coordinator will determine remediation.)
   b. Work in an environment where nitrous oxide is being delivered

3. Laboratory Activities
   a. Dental Materials – exposure to lab stone and possible fumes
   b. Chairside Dental Materials – exposure to amalgam, composite, and bonding agents

If student is unable to complete the requirements for each course, a letter grade of “I” will be awarded. Once the requirements have been met, a letter grade will be awarded. Changes to this policy are at the discretion of the program director.

____________________________________  __________________________________
Student’s Signature                  Date                                Director’s Signature Date

Physician’s Comments / Recommendations:________________________________________________________

Physician’s Signature __________________________ Date ___________________

Effective Date: August 2006