DENTAL HYGIENE

LIVE WORK PLAN

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SOUTHEASTERN TECHNICAL COLLEGE
Dental Hygiene Live Work Policy

ALL WORK IS PERFORMED BY STUDENTS AND SUPERVISED BY INSTRUCTORS

General:
- All students who work on patients are required to purchase malpractice insurance through the business office.
- All students must complete and document medical and dental history information by consulting with patients before services are rendered.
- All patients must sign a consent form before receiving any services.
- All dental hygiene services must be pre-approved by the Dentist before performed on a patient.
- After dental hygiene services are recommended by the Dentist, the patient must sign the treatment plan.

Procedures:
The dental hygiene receptionist assigns patients to students in order as they call and request services. Each student is responsible for scheduling his/her pool of patients. There is no favoritism as to what type of live work the student performs, however every attempt is made to insure the student receives a variety of services as well as mandated services. Established instructor check points are observed during services. All work that is being performed is under the supervision of an instructor.

Safety Precautions:
- Students are required to wear personal protective equipment which includes safety glasses, gloves, masks, disposable gowns, and bouffant caps.
- Students must also wear closed toe shoes and scrubs when working in the clinic.
- Hair must be secured out of the field of operation.
- No jewelry is allowed to be worn while providing patient care services.
- Artificial nails and nail polish are not allowed. Nails must be short and cuticles must be well groomed.
- Anyone who receives services must sign a consent form. If the person receiving a service is less than 18 years of age, a parent or guardian must sign for them. The parent or guardian must remain on the premises until completion of care of the minor child.
- No services can be rendered if the patient has certain medical conditions in which dental hygiene care may be contraindicated. Such conditions are outlined in the STC Dental Hygiene Medical History Clinic Protocol.
- MSDS are available for all products used in the clinic.
- Students are trained in blood borne/air borne pathogens to deal with any blood or infectious material.
- Bio-hazard bags and puncture resistant containers are available for disposal of infectious material when needed.
- Instructors are available at all times for any safety issues that may arise.
All students are expected to follow all safety precautions at all times.
Students must follow all safety rules as set forth by TCSG (Technical College System of Georgia), OSHA (Occupational Safety and Health Administration), CDC (Centers for Disease Control), the College, and the Georgia State Board of Dentistry.
Students and instructors must have current certification in Basic Life Support and First Aid procedures.
A crash cart is located in the clinic in the event of a medical emergency. This cart contains oxygen, a drug kit, AED, personal protective equipment, first aid kit, and vital signs equipment.

**Infection Control Requirements:**
- Students are required to wash their hands before and after donning personal protective equipment.
- Student work areas are disinfected before and after each patient. Plastic barriers are placed over each area of the operatory that may become contaminated.
- Pens, pencils, and computer keyboards are covered with plastic barriers to prevent the spread of microorganisms.
- Dental Hygiene instruments are cleaned to remove debris by using the instrument washer or ultrasonic cleaner prior to sterilization.
- Instruments are sterilized in the autoclave immediately after disinfection and prior to use on patients.
- Dental hygiene equipment is disinfected according to manufacturer's directions.
- Students are trained in infection control requirements in the event of contact with any blood or other body fluids.
- Students are trained to practice universal precautions.
- All students are expected to follow all disinfection and sterilization policies and procedures at all times as outlined in the dental hygiene clinic manual.
- Students follow all disinfection and sterilization recommendations set forth by TCSG, OSHA, CDC, the College, and the Georgia State Board of Dentistry.
- Students must provide updated immunization records prior to live work.

**Live Work Procedures**
- Students scheduled for clinic will have his/her name placed on the electronic appointment scheduler.
- In the event a patient requests a specific student for services, the student is expected to honor the request if at all possible.
- Each student will be assigned a list of expected procedures and competencies to be completed during the semester.
- The instructors may make special requests from time to time for patient services if the need arises.
- No student is to refuse to perform a service on a patient that is assigned by the instructor or if they are next on the schedule.
- Absolutely no unprofessional behavior is to be conducted in front of patients.
- All students must conduct a screening with the patient prior to any service. An instructor must review the patient's medical and dental history prior to the beginning of treatment.
All electronic dental records must be completed prior to the students leaving clinic. An instructor must review the electronic dental record and any completed forms to assure accuracy and documentation of services provided.

If a patient does not show up for a scheduled appointment or fails to give the student a 24 hour advance notice, the student will document the broken appointment in the dental progress notes. Two broken appointments will result in dismissal of the patient from the patient recall pool.

**Charges for Services**
- No charges are to be changed without the permission of the instructor.
- No price adjustments are to be made without the permission of the instructor.
- No services are to be performed without a charge, unless approved by an instructor.
- Fees can be paid with cash, check, credit, or debit card.
- Dental insurance is not accepted nor filed.
- Payment is due at the time of services.
- A list of available services and a fee schedule are included in the prospective patient packet. The following services are offered in the dental hygiene live work clinic:
  - Adult Debridement (13 and over)
  - Child Debridement (12 and under)
  - Pit and Fissure Sealant per tooth
  - Periodontal Debridement with Anesthetics
  - Fluoride tray application
  - Fluoride varnish application
  - Full Mouth Series Radiographs
  - Panorex Radiograph
  - Bitewing radiographs (4 films)
  - Bitewing radiographs (2 films)
  - Bleaching Trays with kit
  - Bleaching touch up kit
  - Athletic mouth guard/night guard

**Student Services**
Students may receive services as approved by an instructor. If the student is less than 18 years of age, a parent or guardian must sign the consent form and be present during the appointment. Patrons always come first.

**Student Release Forms**
Before receiving any service, the student will be required to complete and sign a consent form. These will be kept on file.
Dental Hygiene Reception Desk/Live Work Procedure

Safety and Professionalism - First and Foremost

The receptionist will:
1. Receive the money box from the business office by signing it out on a log form.
2. Count the money.
3. The total in the money box should equal $50.
4. Upon arrival of the patient, the receptionist will prompt the patient to electronically sign consent and HIPAA (Health Insurance Portability & Accountability Act) forms.
5. Give patient a copy of the prospective patient packet which includes the patient bill of rights, dental hygiene clinic policies, and the fee schedule.
   > Greet all patients pleasantly and ask them to: Please read the consent form and HIPPA form before signing.
6. Check-in the patient utilizing Eaglesoft dental hygiene software.
7. IM (instant message) the dental hygiene student that is assigned to provide dental hygiene services for the patient to let him/her know that the patient has arrived.
8. Upon completion of the patient's service:
   • The student dental hygienist will escort the patient to the dental hygiene receptionist desk.
   • The receptionist will check the patient out utilizing Eaglesoft dental hygiene software. Fee for services will be collected.
   • The dental hygiene receptionist will ask the patient to complete the confidential Patient Satisfaction Survey.
   • The dental hygiene receptionist will print the patient a receipt. If the patient is scheduled for a follow up appointment, print the patient an appointment card.
   • Remind the patient about his/her coat/umbrella, belongings, etc.
   • Thank the patient.
9. Upon Completion of all Services for the Day:
   • Count Cash.
   • Count Checks.
   • Print two copies of the Daily Closeout Report. (One for the business office and one copy for the Program Director)
   • After the receptionist counts the money and prints the Daily Closeout Report, an instructor will compare the fees on the paper patient routing forms to ensure that they match the fees on the Daily Closeout Report.
   • After the instructor verifies that the Daily Closeout Report is accurate, both the receptionist and the instructor will sign the Daily Closeout Report.
   • After balancing the money, the money should be secured in the money box.
   • The receptionist will return the money box along with the Daily Closeout Report to the business office where she will sign and date the log in form.
   • In the event the receptionist is absent, a dental hygiene instructor will transport the money box and Daily Closeout Report to the business office.

Customer Service/Professionalism
• Answer the phone by saying, "Dental Hygiene Department, This is (Your Name), How may I help you?"
• Make appointments and answer questions as efficiently and pleasantly as possible.
• Do not allow students to receive personal calls. If a patient calls to speak with a student concerning his/her appointment, take his/her name, number, and have the student return the call between patients.
• Maintain a smiling face and a pleasant voice throughout the day.
Southeastern Technical College (STC) assures all patients the following standard of care when seeking services at our facility: an assessment of your needs, explanation of recommended treatment, treatment alternatives, the option to refuse treatment at any time, the risk of not undergoing treatment, and the expected outcome of various treatments, advanced knowledge of the cost of treatment, considerate and respectful treatment, treatment that meets the standard of care in the profession, reasonable continuity and completion of care, access to complete and current information about your condition, appropriate and timely referrals for other needed services, informed consent, and confidentiality of all information pertinent to your care. Upon request, information will be forwarded to your dentist of record outlining the treatment received at STC.

This is a teaching clinic and our primary responsibility rests with supplying appropriate learning experiences for the dental hygiene students. You can expect your treatment to take longer in the STC Dental Hygiene Clinic than it would in a private practice. A single appointment averages three hours, and multiple appointments may be required to complete your dental care. The students are learning and should not be rushed because education takes time. Your promptness is important. The dental hygiene students have set aside a certain amount of time to complete their clinical requirements. Their time like yours is very valuable. Failure to keep appointments without a 24 hour advance notice, too many cancellations, or being more than 15 minutes late to appointments, for whatever reason, may lead to your dismissal as a clinic patient. Fees will be charged for services provided. They are based on covering the expenses of supplies needed to provide services. You are responsible for payment of services at the first appointment. It is your responsibility to select a personal dentist for annual exams, continuing care (preventive and restorative), and emergencies. Services, provided in the STC Dental Hygiene Clinic, are limited to preventive treatments. All records and radiographs are property of STC Dental Hygiene Clinic. Radiographs, study casts, the results of oral examinations and treatment, etc., may be sent to your private dentist upon request. All or portions of records and/or radiographs may be used for teaching, research, publications, and other educational purposes by the dental hygiene students, faculty, or other representatives of STC. STC and the Dental Hygiene Department reserve the right to refuse treatment if the client does not, or will not, accept recommended treatment and procedures, including radiographs. Radiographs will be taken based on guidelines developed by the United States Department of Health and Human Services and adopted by the American Dental Association. These guidelines are subject to clinical judgment and may not apply to every patient. All individuals cannot be accepted as patients in the STC Dental Hygiene Clinic. People with complicated medical conditions, rigid time requirements, and extremely difficult dental care needs may not be accepted.

You understand that work performed by students cannot be guaranteed. The services requested are ordinarily harmless to healthy teeth/ dental restorations but damage to teeth/restorations may occur due to the present condition of the dentition. You agree that all dental records and photographs are the property of STC Dental Hygiene Department and may be used for teaching purposes, research, in scientific publications, or for other educational purposes. You agree to not hold the student(s), instructor(s), or Southeastern Technical College liable. By signing below, you are stating that you have read and understand the above information.

**INITIAL APPOINTMENT**

<table>
<thead>
<tr>
<th>Date - initial visit</th>
<th>Blood Pressure</th>
<th>Pulse/Respirations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of Patient</td>
<td>Signature of Student Hygienist</td>
<td>Instructor</td>
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