



**Australian Government**

# **HLTDEN003 Assist with administration in dental practice**

**Release: 1**

## HLTDEN003 Assist with administration in dental practice

### Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.</p> <p>Removal of pre-requisites</p> <p>Supersedes HLTDA306D</p>

### Application

This unit of competency describes the skills and knowledge required for a dental assistant to assist the operator by managing appointments to suit the patient and the organisation, recording and reconciling payments, and maintaining patient records.

This unit applies to dental assistants who assist with administration in dental practice.

*The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.*

### Elements and Performance Criteria

#### ELEMENT

Elements define the essential outcomes

#### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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1. Communicate effectively with patients and other persons

- 1.1 Greet patients and other visitors appropriately.
- 1.2 Make available an appropriate environment for the patient to complete medical, dental and financial details
- 1.3 Listen carefully and be sensitive to patient or carer's point of view
- 1.4 Provide information to patient or carer appropriately and completely, using language that can be easily understood
- 1.5 Ensure patient or carer understands information provided to them
- 1.6 Show empathy and respect for patient or carer by being polite and avoiding negative comments

2. Respond appropriately to enquiries from patients and visitors

- 2.1 Maintain personal dress and presentation
- 2.2 Operate communication equipment effectively
- 2.3 Respond to enquiries promptly, politely and ethically
- 2.4 Determine the purpose of an enquiry and the identity of the person and retrieve relevant records
- 2.5 Prioritise messages and record them legibly and accurately
- 2.6 Refer enquiries outside area of responsibility or knowledge to appropriate supervisor
- 2.7 Comply with organisation protocols for electronic communication with patients or carers
- 2.8 Maintain confidentiality of information relating to patients, staff and the dental practice or organisation

**ELEMENT****PERFORMANCE CRITERIA**

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3. Allocate appointments appropriate to patient and organisation requirements

3.1 Identify the patient's appointment requirements

3.2 Seek agreement on an appointment time that meets the patient's preferences and the organisation's requirements

3.3 Apply knowledge of the patient management system to record details accurately and legibly using standard dental notation in the organisation's appointment system

3.4 Provide a copy of appointment details to the patient

3.5 Monitor appointment schedules and notify patients and the oral health care team of any necessary changes within a suitable timeframe

4. Calculate and record basic financial transactions

4.1 Complete petty cash vouchers accurately and account for all monies

4.2 Calculate correct fees

4.3 Apply Goods and Services Tax (GST) where appropriate in line with identified requirements

4.4 Validate cheques and process credit or debit card payments

4.5 Check and record legibly and accurately payments received

4.6 Provide the patient with a receipt

**ELEMENT****PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

5. Handle cash and record financial transactions

5.1 Balance accurately monies received against records of payment in accordance with organisation policies

5.2 Ensure cash is secured in an approved location

5.3 Respond to suspected breaches of security and take the appropriate action with minimum delay in accordance with organisation policies and procedures

5.4 Identify a record of bad debts and take appropriate action in accordance with organisation procedures

5.5 Follow organisation banking procedures correctly

6. Maintain patient records

6.1 Access and prepare the correct patient files and make notation of the appropriate fees and diagnostic records

6.2 Enter information legibly and accurately in accordance with organisation procedures

6.3 Store patient dental records correctly, securely and confidentially

6.4 Maintain up-to-date, accurate, legible and complete records of laboratory work

**ELEMENT****PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

7. Assist with patient recalls

7.1 Apply knowledge of a patient recall system

7.2 Mark patient records with the relevant recall date as appropriate and as directed by the operator

7.3 Identify patients who are due for recall and notify them that an appointment is due

7.4 Follow-up with courtesy those patients who do not respond to a recall appointment request

**Foundation Skills**

*The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.*

*Numeracy* – in order to correctly calculate basic financial calculations, including addition, multiplication and calculation of percentages.

Other foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

**Unit Mapping Information**

No Equivalent Unit

**Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>