



Australian Government

HLTDEN017 Assist with administration in dental practice

Release: 2

HLTDEN017 Assist with administration in dental practice

Modification History

Release	Comments
Release 2	Release 2 HLTDEN017 Assist with administration in dental practice supersedes and is equivalent to Release 1 HLTDEN017 Assist with administration in dental practice. Updated: Mapping details and minor corrections.
Release 1	HLTDEN017 Assist with administration in dental practice supersedes and is not equivalent to HLTDEN003 Assist with administration in dental practice.

Application

This unit of competency describes the performance outcomes, skills and knowledge required for a dental assistant to assist the practitioner 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 standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Dental Assisting

Unit Sector

Dental

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Communicate appropriately in a dental administrative setting.
2. Allocate appointments appropriate to patient and organisation requirements.
3. Process and reconcile patient accounts.

PERFORMANCE CRITERIA

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

- 1.1. Present in attire consistent with infection prevention and control guidelines and practice policy for professional presentation.
- 1.2. Greet patients, carers and other visitors according to practice procedures.
- 1.3. Listen respectfully to enquiries or concerns.
- 1.4. Respond to enquiries accurately and ethically within scope of responsibility using language which is easily understood.
- 1.5. Refer enquiries outside of area of responsibility or knowledge to appropriate person.
- 1.6. Operate electronic communication equipment to communicate with patients, carers and others in accordance with organisation protocols.
- 1.7. Prioritise messages and record them legibly and accurately.
- 1.8. Maintain confidentiality of information relating to patients, staff and the organisation.
- 2.1. Identify patients who should be given priority and advance the level of priority for patients who require immediate attention in a dental emergency.
- 2.2. Identify patient's appointment requirements.
- 2.3. Seek agreement on an appointment time that meets patient preferences and organisational requirements.
- 2.4. Assist with managing patient expectations regarding waiting times for emergency care.
- 2.5. Use the patient information system to record appointment details accurately and legibly using standard dental notation according to organisational procedures.
- 2.6. Provide a copy of appointment details to the patient.
- 2.7. Monitor appointment schedules and notify patients and the oral health care team of any necessary changes within required timeframe.
- 3.1. Cross check item code for services received.
- 3.2. Process payments including any applicable discounts or rebates.
- 3.3. Check and accurately record payments received.
- 3.4. Provide the patient with itemised account and receipt.
- 3.5. Reconcile daily payment totals according to organisational

- policies and procedures.
 - 3.6. Follow security procedures for handling of cash.
- 4. Maintain patient records.
 - 4.1. Ensure security of passwords and electronic data.
 - 4.2. Access and prepare patient records and make notation of fees and diagnostic records.
 - 4.3. Enter patient information accurately in accordance with organisational procedures.
 - 4.4. Maintain the integrity and confidentiality of patient records.
 - 4.5. Maintain up-to-date, accurate and complete records of laboratory work.
- 5. Assist with patient recalls.
 - 5.1. Access a patient recall system.
 - 5.2. Identify patients due for recall and notify them that an appointment is due.
 - 5.3. Follow-up patients who do not respond to a recall appointment request.

Foundation Skills

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

Unit Mapping Information

HLTDEN017 Assist with administration in dental practice supersedes and is not equivalent to HLTDEN003 Assist with administration in dental practice.

Links

Companion Volume implementation guides are found in VETNet -

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