



Australian Government

HLTDEN017 Assist with administration in dental practice

Release: 2

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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

- 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>

Assessment Requirements for HLTDEN017 Assist with administration in dental practice

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- assist with management of an appointment and recall system on one occasion including:
 - recording patient details and records
 - recording appointments
 - assessing the urgency of calls and prioritising appointments
 - responding to requests for information
- record financial transactions for at least three different patients in accordance with dental practice or organisation requirements including:
 - processing payments including applicable discounts or rebates
 - using processes for handling and recording financial transactions, including:
 - at least one Government Benefits Scheme
 - Health Industry Claims (HICAPS)
 - issuing invoice
 - itemising patient services using Australian Schedule of Dental Services and Glossary of item numbers
 - recording payments and issuing receipts
 - processing different methods of payment including cash and credit or debit card
 - transferring electronic records, adhering to privacy confidentiality and security policies and procedures
- interact effectively with at least three different patients including:

- asking for clarification from patient
- modifying behaviour ensuring the patient needs are met
- appropriate verbal language and non-verbal body language.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- national and State or Territory legal and ethical requirements and considerations, for dental assisting work including:
 - codes of practice
 - discrimination
 - duty of care
 - informed consent and statutory requirements of consent
 - current Dental Board of Australia (DBA) and Australian Health Practitioner Regulation Agency (AHPRA) guidelines and practice standards
 - privacy, confidentiality and disclosure for the recording, transfer and storage of patient records
 - records management and health privacy principles and their application to the collection of information by the dental practice or organisation including the patient's right to access
 - management of dental images and patient access or transfer
 - work role boundaries including responsibilities and limitations
 - work health and safety
- procedures for taking and recording appointments, including:
 - confirming appointments
 - action that must be taken for broken or cancelled appointments
 - practitioner's preferred work routine
 - particular needs that patients may have for the timing of appointments
 - relevant details that must be entered into the patient information system, and the written confirmation that must be provided to the patient
 - time constraints imposed by the dental laboratory
 - time requirements of different treatment procedures, and the effect this has on appointment scheduling
 - ways in which scheduling of appointments may cause problems for the practice, and possible methods for remedying this
- methods used by the dental practice or organisation to identify those patients who require either recall examination or follow-up treatment
- methods used for follow-up of patients who do not respond to recall
- fundamental dental terminology including:
 - abbreviations and symbols used when recording dental treatment
 - appropriate periodontal indices

- notation systems in accordance with codes and guidelines used in the Federation Dentaire Internationale (FDI) and charting symbols for tooth surfaces, cavities and other dental problems.
- processes for handling and recording financial transactions, including:
 - accurate numerical calculation of costs
 - Health Industry Claims and Payments Service (HICAPS) electronic claims
 - issuing invoices
 - itemising patient accounts, using the coding system described in the Australian Schedule of Dental Services and Glossary
 - operating a petty cash system
 - organisation policy and procedures for banking and secure handling of cash
 - recording payments and issuing of receipts
 - total daily payment reconciliation according to organisational policies and procedures
 - Department of Veteran's Affairs (DVA) health care program
 - the different methods of payment, and the details that need to be recorded and checked for credit card and debit card
 - transfer of electronic records including privacy, confidentiality and security
- conditions that require urgent dental or medical treatment
- dental complications relevant to the dental triage role including:
 - dental and or maxillofacial trauma including avulsed teeth
 - serious dental infections requiring urgent attention
 - significant dental haemorrhage
 - systemic progression of dental problems including compromised airway
- medical problems that may complicate dental management including:
 - patients requiring antibiotic cover
 - patients requiring steroid cover
 - patients who are pregnant
 - patients with significant learning or physical disabilities that may affect their ability to wait for treatment
- the special requirements of children with toothache.

Assessment Conditions

Skills must be demonstrated in a dental clinic workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to suitable facilities, equipment and resources, including:
 - telephone
 - patient information system and patient records
 - equipment for handling and recording financial transactions

- current Dental Board of Australia (DBA) and Australian Health Practitioner Regulation Agency (AHPRA) guidelines and practice standards
- modelling of industry operating conditions including access to people for simulations and scenarios in dental assisting work

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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