



Australian Government

Department of Education, Employment and Workplace Relations

HLTDA303D Prepare for and assist with oral health care procedures

Release: 1

HLTDA303D Prepare for and assist with oral health care procedures

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTDA303C Prepare for and assist with oral health care procedures	HLTDA303D Prepare for and assist with oral health care procedures	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. Updated pre-requisite units.

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required for a dental assistant to assist the operator by preparing the dental surgery, including preparation of necessary equipment, instruments and materials, for oral health care procedures and to assist the operator during the delivery of these procedures

All procedures are carried out in accordance with work health and safety (WHS) policies and procedures, current infection control guidelines, Australian and New Zealand Standards, State/Territory legislative requirements and organisation policy

Application of the Unit

Application

This unit applies to dental assistants who assist at the chairside and acknowledges the role of these members of the dental team in the effective delivery of oral health care procedures

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite units

This unit must be assessed after successful achievement of pre-requisites:

- HLTIN301C Comply with infection control policies and procedures
- HLTIN302C Process reusable instruments and equipment in health work
- HLTWHS200A Participate in WHS processes

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1. Prepare the dental surgery for oral health care procedures | 1.1 Make accessible in the clean zone of the surgery the client's necessary <i>charts and records</i> |
| | 1.2 Identify correctly the planned procedure |
| | 1.3 Anticipate and select correctly the <i>equipment, instruments materials and medicaments</i> for the planned procedure and arrange them in their likely order of use |
| | 1.4 Give <i>personal protective equipment</i> to the client and members of the dental team |
| | 1.5 Support <i>aseptic techniques</i> to prevent the spread of infection |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 2. Use dental terminology in communication within the health care setting | 2.1 Communicate with other members of the dental team using dental terminology
2.2 Receive, understand and document written and oral instructions using dental terminology
2.3 Understand frequently used <i>abbreviations and symbols</i> in dentistry
2.4 Understand and use the Schedule of Dental Services and Glossary |
| 3. Record personal, medical and dental details | 3.1 Actively encourage clients to provide complete information without embarrassment or hesitation
3.2 Make <i>accurate, legible and legal records</i> of the client's personal, medical and dental information as directed by the operator
3.3 Verify this information in accordance with operator requirements
3.4 Maintain confidentiality of client information |

ELEMENT**PERFORMANCE CRITERIA**

4. Select and prepare syringe safely for local anaesthesia

- 4.1 Select and prepare the correct syringe, cartridge and needle for *local anaesthesia* as directed by the operator
- 4.2 Check the expiry dates for the local anaesthetic cartridge prior to use
- 4.3 Transfer the unused local anaesthetic syringe to the operator in accordance with *infection control guidelines for the transfer of sharps* between health care workers

5. Assist the operator during oral health care procedures

- 5.1 Select and transfer to the operator the instruments, equipment, materials and medicaments required for *oral health care procedures*
- 5.2 Assist the operator to *maintain a clear field of vision*
- 5.3 Clear the mouth of oral fluids and debris and control moisture
- 5.4 Retract and protect the client's soft tissues using instruments and materials appropriate to the procedure
- 5.5 *Monitor the client's well-being* and take the necessary actions without delay to support the client and the operator
- 5.6 Prepare the correct materials and medicaments using the correct technique, to the correct consistency and quantity required and within the designated timelines as directed by the operator
- 5.7 Select additional instruments and materials as required without contaminating sterile stock

ELEMENT**PERFORMANCE CRITERIA**

6. Maintain and store instruments, equipment materials and medicaments

- 6.1 Check that instrument sharpness conforms to operator specifications and advise of any deficiency
- 6.2 Maintain instruments and equipment in good working order
- 6.3 Store instruments, equipment, materials and medicaments correctly
- 6.4 Monitor storage requirements, *shelf life* and expiry dates of materials and medicaments
- 6.5 Report faults in equipment or instruments promptly to the operator
- 6.6 Ensure maintenance records are legible and accurate
- 6.7 Arrange for the servicing of instruments and equipment in line with instructions, at intervals recommended by the manufacturer or as recommended

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Dental and medical records and charts including:
 - confidentiality of client records
 - FDI notation and Palmer notation systems and charting symbols
 - items that constitute a dental record
 - knowledge of correct dental terminology and how it is used in hand written dental charting and computer software charting programs
 - the purpose and requirements for maintaining accurate records of examination, treatments, materials used and drugs/medicaments prescribed
 - the purpose of study casts and the materials used in their construction
 - the reasons for taking radiographs and photograph

- Fundamental knowledge of oral anatomy and physiology including:
 - deciduous and permanent dentition and dates of eruption
 - structure and functions of teeth and the periodontal tissues
 - structures of the oral cavity including salivary glands and saliva
 - tooth identification
- Fundamental knowledge of oral pathology including:
 - pathology of dental caries and periodontal disease
 - the main causes of dental caries and periodontal disease
 - the role of bacteria, diet and dental plaque
- Fundamental knowledge of the fields of dentistry required to assist the operator to carry out procedures for the full range of general oral health care procedures
- Fundamental understanding of the normal growth and development of children, the promotion and maintenance of oral health and requirements of special needs children.
- Fundamental knowledge of the effects of aging upon the oral tissues and the special needs of the elderly dental client
- Fundamental knowledge of dental materials
- Fundamental knowledge of dental pharmacology and anaesthesia including:
 - local anaesthetic techniques
 - local anaesthetic equipment and drugs
 - complications which may arise from the administration of local anaesthesia
- Retracting soft tissues and moisture control:
 - methods of retracting and protecting soft tissue
 - methods for providing a clear field of vision
 - methods for controlling moisture
- Dental practice/organisation policy and procedures
- Knowledge of the importance for clients to follow pre and post operative instructions
- Why medical and dental emergencies occur and the appropriate response

Essential skills:

It is critical that the candidate demonstrate the ability to

- Comply with WHS procedures
- Implement standard and additional precautions while preparing for and assisting at the chairside
- Maintain and store instruments, equipment, materials and medicaments in accordance with manufacturer specifications and operator's requirements
- Maintain records of maintenance procedures and processes
- Prepare clients, environments, instruments and materials for oral health care procedures in accordance with the requirements of the dental practice and the operator
- Provide chairside support to the operator during oral health care procedures
- Store materials and medicaments in accordance with manufacturer specifications and operator's requirements

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Assist the operator during oral health care procedures safely and effectively
- Consistently apply standard and additional precautions while assisting with all oral health care procedures
- Consistently use safe work practices to minimise the risk of transmission of infection including:
 - ensuring instruments used for invasive procedures are sterile at time of use
 - following the procedure for washing and drying hands
 - limiting contamination
 - maintaining clean surfaces and manage blood and body fluid spills
 - protecting materials, equipment and instruments from contamination until required for use
 - putting into practice clean and sterile techniques
 - using personal protective equipment
- Consistently follow sequenced written instructions and manufacturer specifications for the preparation of materials and medicaments
- Consistently demonstrate interpersonal skills when relating to people from a range of social, cultural and religious backgrounds and physical and mental abilities
- Consistently demonstrate communication skills as required in fulfilling the job role as specified by the dental practice/organisation including:
 - acknowledging and responding to a range of views
 - active listening
 - asking for clarification from client and/or carer
 - asking questions
 - negotiation
- Consistently deal with conflict
- Consistently work with others and display empathy with client and relatives
- Consistently use problem solving skills required including:
 - using available resources appropriately to ensure efficient use of power and other resources
 - selecting and preparing instruments, equipment and materials as directed by the operator
- Recognise, respond to and assist with dental and medical emergencies
- Select and apply procedures to perform a range of tasks specific to the dental assistant's job role
- Use literacy skills to read and follow directions, policies and procedures including:
 - WHS policies and procedures

- infection control policies and procedures
- practice policies and procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of workplace performance is essential for assessment of this unit
- Consistent compliance with infection control guidelines, occupational health and safety policies, Australian and New Zealand Standards and legislative requirements as they relate to the dental assistant's specific job role
- Consistency of performance should be demonstrated over the required range of workplace situations

Context of and specific resources for assessment:

- Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible

Method of assessment

- Observation in the work place is desirable
- Evidence of essential knowledge and understanding may be provided by:
 - traditional or online (computer-based) assessment
 - written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice.
- Questioning
- Staff and/or client feedback
- Supporting statement of supervisor
- Authenticated evidence of relevant work experience and/or formal/informal learning
- Role play simulation

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Charts and records may include but are not limited to:

- Completed medical histories
- Consent documents obtained for treatment
- Copies of correspondence relating to the client
- Dental charts and dental treatment records
- Diagnostic models
- Notes made by staff following telephone conversations
- Photographs
- Radiographs, tracings and measurements
- Records of financial transactions
- Reports to and from referring dentists and specialists

Equipment, instruments materials and medicaments may include but are not limited to:

- Equipment:
 - handpieces
- Instruments:
 - diagnostic
 - restorative
 - endodontic
 - oral surgical
 - periodontal
 - prosthetic
 - orthodontic
- Rotary cutting instruments:
 - tungsten carbide burs
 - diamond burs
 - finishing burs
 - stones and discs
 - surgical burs
- Materials:
 - restorative
 - impression
 - temporary

Personal protective equipment may include:

- Examination gloves that comply with AS/NZS 4011 and surgical gloves that comply with AS/NZS 4179
- Footwear to protect from dropped sharps and other contaminated items
- Glasses, goggles or face-shields
- Gowns and waterproof aprons that comply with AS 3789.2 and AS 3789.3
- Guidelines for latex allergic clients and staff
- Surgical face masks that comply with AS 4381

Aseptic techniques may include but are not limited to:

- Cleaning of surfaces and management of spills
- Personal hygiene practices especially handwashing
- Reprocessing of instruments and equipment between client use
- Use of personal protective equipment

Accurate, legible and legal records may include:

- Avoiding the use of abbreviations, unless widely used in dentistry
- Dating computer records should be dated and made in a chronological order
- Entering information promptly onto the client record and in chronological order
- Noting the reason for the correction
- Recording the date of each entry
- Writing legibly and clearly in ink.

Techniques for local anaesthesia may include but are not limited to:

- Block injection
- Infiltration injection
- Intraosseous injection
- Periodontal ligament injection

Infection control guidelines for the transfer of sharps may include but is not limited to:

- Disposal of sharp at point of use by the person who has used the sharp
- Procedures and devices for the removal of scalpel blades
- Specified puncture resistant sharps trays for the safe transfer of all sharp items
- Use of clearly labelled puncture proof containers which conform to AS 4031 or AS/NZS 4261

Oral health care procedures may include but are not limited to:

- Diagnostic
- Endodontics
- Oral surgery
- Orthodontic
- Paedodontic
- Periodontics
- Preventive, prophylactic and bleaching
- Prosthodontics
- Restorative

Techniques to maintain a clear field of vision may include:

- Clearing the mouth of oral fluids and debris
- Keeping the cavity clear of debris
- Keeping the dental mirror free of spray
- Moisture control:
 - rubber dam
 - high volume evacuation
 - use of cotton rolls
- Retracting and protecting soft tissue

Monitoring the client's well-being may include:

- Alerting operator to any observed client change
- Communicating appropriately with client and operator
- Giving the client an appropriate opportunity to ask questions
- Observing client comfort
- Offering mouth wipes and washes as and when appropriate
- Providing assurance
- Using safe work practices

Storage of equipment, instruments and materials may include:

- Dental cabinets and cupboards
- Locked facility
- Refrigeration

Shelf life may include but is not limited to:

- Date of expiry as stated by manufacturer
- Exposure to a change in temperature
- Rotation of stock

Unit Sector(s)

Not Applicable