



Australian Government

Department of Education, Employment and Workplace Relations

HLTDA416C Allocate treatment appointments according to priority

Release: 1

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Modification History

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required for a dental assistant to provide an effective and efficient triaging service for clients seeking emergency dental care

All procedures are carried out in accordance with occupational health and safety 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:

- HLTAMBFC301D Communicate with clients and colleagues to support health care
- HLTFA311CA Apply first aid

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. Obtain and record client data

- 1.1 Actively encourage clients to provide complete information without embarrassment or hesitation
- 1.2 *Record relevant information* accurately and legibly
- 1.3 Assist clients and/or carers to complete data forms as required
- 1.4 Check accuracy of information with the client or where appropriate carer/guardian
- 1.5 Collate charts and records for operator
- 1.6 Maintain client confidentiality

ELEMENT**PERFORMANCE CRITERIA****2. Establish priority level of care**

- 2.1 Advise immediately operator or an appropriate person if a client may be at risk
- 2.2 Advance the level of priority for *clients who require immediate attention*
- 2.3 Identify *clients who are given priority* but do not require referral to an oral surgeon or other hospital specialist
- 2.4 Identify *clients who present with pain but do have a risk of serious medical or dental complication*

3. Communicate options available to clients and carers

- 3.1 Assist with the management of client expectations regarding waiting times for emergency care
- 3.2 Manage questions in relation to the emergency visit
- 3.3 Provide guidance to clients who are not in pain and present for non-urgent treatment
- 3.4 Facilitate alternative non-urgent dental services

Required Skills and Knowledge

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:

- Fundamental knowledge of medical complications relevant to the dental triage role including:
 - diabetes
 - compromised airway
 - septicaemia
- Fundamental knowledge of 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 such as compromised airway
- Fundamental knowledge of medical problems that may complicate dental management including:
 - clients requiring antibiotic cover
 - clients requiring steroid cover
 - clients who are pregnant
 - clients with significant learning or physical disabilities which may affect their ability to wait for treatment
- Understanding of the special requirements of children with toothache.
- Fundamental knowledge of oral anatomy and physiology including:
 - teeth and periodontal tissues.
 - structures of the oral cavity.
 - tooth identification
- Dental and medical records and charts including:
 - knowledge of correct dental terminology.

REQUIRED SKILLS AND KNOWLEDGE

- items that constitute a dental record.
- FDI notation and Palmer notation systems and charting symbols.
- confidentiality of client records.
- Fundamental knowledge of the effects of aging upon the oral tissues and the special needs of the elderly dental client.

Essential skills:

It is critical that the candidate demonstrate the ability to

- Assist with the management of client expectations regarding waiting times for emergency care
- Establish priority level of care for each client and advancing priority if required
- Liaise with waiting clients to ensure they are aware of current waiting times
- Manage questions relating to the emergency visit
- Provide clients with pre-operative and post-operative instructions

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:

- 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 use problem solving skills required including:
 - selecting and preparing instruments, equipment and materials as directed by the operator
 - using available resources
- Consistently apply standard and additional precautions while triaging clients
- Deal with conflict
- Perform triage duties with initiative and work with minimum supervision
- Recognise, respond to and assist with dental and medical emergencies
- Relate effectively and courteously with others and display empathy with client and relatives
- Select and apply procedures to perform a range of tasks specific to the dental triage job role

REQUIRED SKILLS AND KNOWLEDGE

- Use literacy skills to read and follow directions, policies and procedures including:
 - infection control policies and procedures
 - occupational health and safety policies and procedures
 - practice policies and procedures

Evidence Guide

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 desirable 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

EVIDENCE GUIDE

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

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.

- Client information may include:*
- Completion of medical/dental history questionnaire
 - Consent form for minors
 - Contact details
 - Date of birth
 - Information from carer/guardian, where appropriate
 - Language/s spoken
 - Medical practitioner details and medical history
 - Medical/dental health insurance fund
 - Name (family name, given names and preferred name)
 - Name and contact details of parent, next-of-kin, guardian or advocate, if relevant
 - Pension details, if relevant
 - Private and government entitlement, if relevant
 - Referral and source

- Clients who require immediate attention include but are not limited to:*
- Clients presenting with dental and or maxillofacial trauma including avulsed teeth
 - Clients presenting with serious dental infection
 - Clients presenting with significant dental haemorrhage
 - Clients who have a systemic progression of their dental problems

RANGE STATEMENT

Clients given priority include but are not limited to:

- Children with toothache
- Clients whose medical condition may complicate their dental management
- Clients with significant learning or physical disabilities which may affect their ability to wait for treatment
- Pregnant women

Clients who present with pain but do have a risk of serious medical or dental complication include but are not limited to:

- Clients with mucosal lesions such as mouth ulcers
- Dental abscesses without marked facial swelling
- Fractured filling and broken teeth
- Toothache from dental pathology

Charts and records may include but are not limited to:

- Completed medical questionnaires
- 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

Accurate and legible 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

RANGE STATEMENT

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

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
- Providing assurance

Unit Sector(s)

Not Applicable