



# SANTA ROSA JUNIOR COLLEGE

## Dental Assisting Program



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DENTAL  
ASSISTING

Clinical Training Handbook  
DA 66.2L

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## **INTRODUCTION**

**Dear Doctor and Staff,**

**Thank you for providing a valuable clinical experience for a SRJC Dental Assisting student. Your involvement plays a critical role in the student’s education, and we greatly appreciate your support. This handbook is designed to outline the policies, requirements, and expectations of the Dental Assisting Program, as well as your responsibilities as the supervising dentist.**

**The SRJC Dental Assisting Program leads to a Certificate of Completion and eligibility to take the California Registered Dental Assistant Examination.**

**Students in the program receive a comprehensive education through classroom instruction, laboratory practice, and clinical experience. In the spring semester, they gain hands-on experience through externships in both general dentistry and specialty offices. Students will spend two days a week in clinical settings for 18 weeks—14 weeks in general practice and 4 weeks in a specialty practice.**

**Initially, students will observe procedures, gradually increasing their involvement until the majority of their time is spent actively assisting or participating in patient care. During the process, a steady increase in evaluation scores is expected reflecting their proficiency.**

**The clinical experience is an essential component of the program, enabling students to integrate their didactic and laboratory training into a real-world clinical setting. Students have already demonstrated competency in all RDA functions at a preclinical level, using manikins and classroom partners. However, certain procedures—such as the fabrication of temporary crowns and bridges, and the placement of temporary restorations—are difficult to replicate in a lab environment. Therefore, all procedures will require close supervision and guidance.**

**Additionally, students have completed training in occupational health and safety, including OSHA training in Hazard Communication, Bloodborne Pathogens, and Waste Management. They have also received the Hepatitis B vaccine and hold current CPR certification. Liability insurance is provided by Santa Rosa Junior College. In the event of an exposure incident or injury during their externship, all testing and treatment will be covered by SRJC.**

**Please feel free to contact me at (707) 535-3788 or (707) 239-4418 if you have any questions about our program or would like to discuss the progress of the student assigned to your office.**

We hope this handbook is a helpful resource, and I look forward to the opportunity to meet with you in person. Thank you again for your participation in our program.

Sincerely,

***Andrea Emerson***

RDA, RDH, RDHAP, MEd.

Santa Rosa Junior College Dental Assisting Program Coordinator

**Santa Rosa Junior College**

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## **Responsibility of the Clinical Site**

1. The dentist and his or her staff must express a genuine interest in the program and student's educational experience.
2. The dentist must utilize modern equipment and adhere to contemporary philosophies and procedures in rendering patient care.
3. The dentist must practice current concepts of dental auxiliary utilization.
4. The student does not replace a regular employee.
5. The student is allowed to participate during chairside procedures.
6. The student is allowed to perform appropriate RDA functions.
7. The student shall not receive remuneration for services provided during extra-mural assignments.
8. The dentist/staff must agree to evaluate the student's performance.
9. The dentist/staff must agree to discuss the student's progress with the supervising faculty.
10. The office adheres to accepted standards of infection control and occupational safety.
11. The office must adhere to all applicable state and federal non-discrimination laws and promotes a harassment-free environment.

## **Responsibility of the Dental Assisting Student**

1. To conduct themselves in a professional manner and reflect a positive image.
2. To be prompt and present for all clinical assignments and call the dental office and program coordinator before the start of the clinical assignment if an absence is necessary. To make up all time missed from the office due to an excused absence.
3. To make the most of their clinical assignment to learn all avenues available to them.
4. To maintain records of all procedures performed during the rotation and provide the program coordinator with these records on a weekly basis.
5. Adhere to all College and Dental Programs Regulations during the office internship.

## **PROFESSIONAL CONDUCT**

The student should demonstrate these behaviors in dealing with members of the dental team, and patients.

1. Gain experience in working under pressure then demonstrate the ability by proceeding logically and systematically in spite of interruptions.
2. Respect patient's rights by relating to patients in a friendly, professional manner.
3. Behave in a pleasant, communicative manner.
4. Accept suggestions for improving work performance by constructively acting upon criticisms.
5. Display self-confidence within the limits of his/her ability by following through with appropriate actions in routine tasks.
6. Respond to work responsibilities by completing his/her assignments.
7. Demonstrate responsibility for your own learning.
8. Display dependability by arriving in the clinical site on or before the assigned time in the morning, at lunch and after breaks.
9. Show discretion with the patient's rights by respecting the patient's right to confidentiality.
10. Represent SRJC in a professional manner through good grooming and demeanor.
11. Recognize unusual situations and make sound decisions in the absence of detailed instructions.
12. Demonstrate poise when performing duties under stressful situations.
13. Follow oral and written directions consistently.

### **Business Office Objectives**

- Review patient appointments for the day and update files as needed.
- Communicate effectively with patients.
- Make appointments for a patient in the appointment book/or computer.
- Pull patient files for the next clinical day.
- Confirm patient appointments including day, date, time and procedure.
- Manage business communication with the public.
- Support the inventory control system.
- Complete insurance forms.
- Support the client recall system.

## Attendance Policies

Attendance is a critical component of this program. The Department of Consumer Affairs Dental Board of California requires completion of **ALL** clinical hours.

- If the student is ill, or for any other reason, cannot be in the dental office on the assigned day, she/he must contact both the dental office and the Dental Assisting Program Director before or at the time the office opens. **Failure to do so is grounds for dismissal from the program.**
- Absence from the clinical assignment for any reason, requires making up the amount of time missed before a final grade will be recorded.
- If the office is closed, other arrangements will be made to make up for this time. If the dentist is out of the office but the office staff is working, the dental assisting student is expected to work the same hours as the regular staff.
- All clinical hours must be satisfactorily completed to qualify to sit for the RDA Examination.

## Dress Code

The student may comply with either the SRJC uniform code OR the office uniform code when assigned to private dental offices. In **ALL** cases the student must comply with the SRJC Dental Assisting Program regulations on hair, fingernails and jewelry. Students must comply with OSHA regulations regarding the use of personal protective equipment at all times.

## Causes for Dismissal

- Any student who leaves the office rotation without permission or notification will be immediately disqualified from the program.
- Failure to notify both the dental office and the program director of absence is grounds for disqualification from the program.
- Reporting for class or clinical under the influence of alcohol or narcotics or partaking of these substances while in clinicals or the classroom.
- Theft of property from a clinical education site, its patients, or employees.
- Habitual absence (see attendance policies).
- Unprofessional or unethical conduct.
- If the dentist requests a student be removed for violations of policy and or procedures.

**CONTRACT AFFILIATION #24**

All required DE 55A & 55B requirements are completed during assigned labs with the exception of 1 outside FMX that can be completed in the dental assistant’s externship office. In this case the office verifies that the student has completed this in their office by emailing the director of DE 55B. The email is accompanied by the radiographic images for evaluation with the instructor. The contract we use with our externship offices appears below.

Name of Dentist: \_\_\_\_\_ Student: \_\_\_\_\_  
Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Responsibility of the Dental Office:

1. Provide clinical experience in a dental office setting to include experience in: chairside procedures, RDA functions, laboratory procedures, and business office routine.
2. Assign only those duties, which are delegated to the RDA according to the regulations of the Dental Board of California (Written affirmation of compliance with Title 16, Division 10, Article 2, (Excerpt CCR 1070 (J)(4). \*
3. If the doctor is out of the office the student may work if the RDA or front office staff is scheduled to complete tasks other than patient care.
4. Provide supervision and instruction to the student as appropriate.
5. Evaluate the student's performance in the dental office.
6. Document the student's attendance.

Responsibility of the program director and or supervising faculty:

1. Assign students to the office who have satisfactorily completed the requisite pre-clinical instruction.
2. Provide information to the dental office staff relative to the reasonable expectations of the clinical performance of the student.
3. Visit the student at the office during the assignment for the purpose of discussing the progress of the student with the dental office staff.
4. Evaluate clinical evaluations received from the dental office regarding clinical experiences and help the student as necessary.
5. Conduct regular seminar sessions with the student to discuss the clinical experiences.

Termination: This agreement may be terminated by the dental office or the program director/supervising faculty at any time by oral or written notice.

|                                       |       |
|---------------------------------------|-------|
| _____                                 | _____ |
| Signature of Supervising DDS or RDA   | Date  |
| _____                                 | _____ |
| Signature of Program Director         | Date  |
| _____                                 | _____ |
| Signature of Dental Assisting Student | Date  |

**\*Signing this agreement confirms duties assigned to the extern are in compliance in the aforementioned responsibility of the dental office.**



## Evaluations

**Weekly Evaluation of Student:** The student will give you her/his evaluation form. In order to provide the student with timely, valuable and constructive feedback, you are strongly encouraged to review the student evaluation with the student. If you prefer, you may seal the evaluation and the dental assisting student will deliver it to the dental assisting program director.

**Progression:** As the student progresses through the rotation, the level of performances in all areas is expected to increase.

**Final Evaluation:** At the end of each clinical rotation, you and the student will fill out the clinical evaluation/progress report. The evaluation form is based on descriptions of the professional behavior and performance of the student. The descriptions include the students' performance in the affective domain and critical thinking skills necessary of a dental assistant. Please refer to the guidelines for Evaluation and critical sheets in the following pages.

**College Instructor Evaluation of Student:** The college dental assisting instructor will visit each clinical facility approximately every 4 weeks or more frequently when deemed necessary by the clinical site or the instructor, this will be decided by one or both parties. During each clinical visit, the instructor will observe and evaluate the student participating in dental assisting procedures being performed. In addition, the instructor will meet with dental office personnel to determine an overall appraisal of student performance. **You may reach the program coordinator at any time at (707) 535-3788.**

**Student Evaluation of Clinical Site:** The student's evaluation of the office will be utilized by the dental assisting faculty to determine the effectiveness of the office in the student's education. The student participation section will also be analyzed by the dental assisting faculty to determine a task inventory and which tasks will best meet the needs of the practicing dentists.

**Clinical Information Sheet:** The student will record daily the types of and number of experiences in the clinical site. This form must be verified and signed by dental office personnel.

# Appendix

Please use the following guidelines when evaluating the student.

### GUIDELINES FOR CLINICAL EVALUATION

The following are guidelines for consideration in completing the clinical evaluation forms:

1. **Learning ability:** Does the student learn the specific techniques or procedures of the clinical environment quickly? Is it necessary to repeat basic instructions more than once? Continually? Does the student retain knowledge and skill throughout the assignment?
2. **Attitude:** Does the student demonstrate a positive attitude toward dentistry, dental treatment, and the role of dental assistant? Can the student accept constructive criticism with a positive attitude? Does the student accept a change in schedule or specific assignment willingly?
3. **Initiative and energy:** Does the student demonstrate initiative to undertake new or additional duties or does the student fail to see things to be done?
4. **Punctuality and attendance:** Does the student arrive in time to be ready to start work at the appointed time? Does he/she return from lunch at the appointed time? Does he/she remain on duty until the designated time? Does the student take breaks during the day only when it is appropriate? Does the student notify her supervisor immediately in case of absence or delay in arrival?
5. **Appearance and grooming:** Does the student appear in an appropriate uniform-clean, pressed, and in good repair? Is the hair kept neatly contained above the collar throughout the entire day? Is the student free from undesirable body odors, including strong perfumes/colognes? Are the shoes clean and in good repair? Does the student keep fingernails short and well-manicured? If the female student wears nail polish is it without chips? Is the student's makeup appropriate?
6. **Chairside assisting ability:** Does the student demonstrate an understanding of the sequence of dental procedures common to the office? Is the student able to retrace, evaluate, and exchange instruments proficiently? Does the student identify the instruments with correct use?
7. **Use of dental materials:** Does the student demonstrate competence in mixing common materials such as alginate, amalgam and ZOE? Does the student maintain neatness when mixing materials? Does the student relate classroom instruction to new materials of a type? Does the student follow manufacturer's instructions for new materials?
8. **Care of instruments and equipment:** Does the student use caution in handling instruments to avoid damage? Does the student properly disinfect and sterilize instruments and equipment? Does the student accept the responsibility of daily or weekly equipment maintenance tasks?

9. ***Rapport with patient:*** Does the student demonstrate a mature and understanding manner with the patient? Does the student demonstrate an ability to put the patient at ease?
  
10. ***Speed:*** Does the student perform his/her functions with sufficient speed or tend to be slow and methodical? Does he/she walk quickly or do they tend to saunter?
  
11. ***Anticipation:*** Does the student anticipate the needs of the dentist in procedures, which are common for the experience? Does the student anticipate the needs of the staff when an unusual situation arises?
  
12. ***Terminology and Semantics:*** Does the student demonstrate correct dental terminology concerning procedures or conditions? Does the student demonstrate an ability to choose appropriate words or phrases in conversation with the dental staff or patient? Does the student speak clearly and be easily understood?
  
13. ***Emotional maturity:*** Does the student demonstrate sufficient emotional maturity to operate efficiently in times of conditions of stress?
  
14. ***Goals and objectives:*** Did the student identify appropriate objectives and work toward meeting those objectives?
  
15. ***Evaluation of Intra-oral Clinical Tasks:*** Did the student perform the assigned intra-oral clinical tasks to a standard acceptable to your dental practice? Do you consider the student a "safe beginner" for clinical tasks?

#### **Alginate Impressions**

- Appropriate tray selected and prepared (periphery wax)
- Materials mixed to smooth consistency
- Dental anatomy clearly defined
- Adequate extension to record tuberosities/retromolar areas, muscle attachments and vestibular roll
- Tray centered and free of voids

#### **Coronal Polish**

- Coronal surfaces free of stains and plaque
- No trauma to hard or soft tissues
- Maintain adequate fulcrum during procedure

#### **Removal of Excess Cement**

- Correct grasp of instrument and use of fulcrum
- All cement removed without injury to gingiva or temporary crown

#### **Placement/Removal of Orthodontic Separators, Elastics**

- Placement: elastic encircling contact area without trauma to tissues
- Removal: remove all elastics without trauma to tissues
- Appropriate instruments used with adequate fulcrum

**Temporary crowns**

- Mesial & distal contacts maintained
- In occlusion with opposing teeth
- Margins trimmed to copy patient's margins without trauma to gingiva

**Temporary Restorations**

- Mesial/distal contacts restored
- Material is smooth, without voids, and no open margins
- Tooth anatomy reproduced & finished out of occlusion

**Assist with Administration of Nitrous Oxide**

- Student places and adjusts mask and scavenger
- Determines tidal volume
- Adjust N<sub>2</sub>O according to DDS's directions under direct supervision
- Records N<sub>2</sub>O levels & oxygen flush
- Disinfects mask and armamentarium

**Fluoride Application**

- Determines teeth are polished/free of plaque
- Gives appropriate instructions to patient prior to fluoride application
- Fluoride in contact with teeth according to manufacturer's specifications
- Follow-up instructions to patient

**Ligation/Removal Orthodontic Arch Wires**

- Arch wire properly seated and secure, distal ends crimped
- All brackets fully ligated
- Distal ends of arch wire un-crimped
- Complete removal of all ligation materials
- Removal of arch wire with no trauma to tissue

**Matrix and Wedge Placement**

- Retainer is parallel to facial plane and in center of buccal surface
- Band is .5 mm below gingival margin (minimum)
- Band is 1-2 mm above marginal ridge of adjacent tooth
- Wedge sufficient to achieve stability and closed margin
- Contact area burnished

**Oral Inspection**

- All existing restorations correctly charted
- Any deviations from normal noted on the chart
- Obvious carious and soft tissue lesions correctly noted

**Periodontal Pack Placement**

- Surgical site is covered
- Material is interlocked, facial/lingual
- No impingement on muscle attachments
- Material smooth, not bulky
- Material does not interfere with occlusion

**Rubber Dam Placement**

- Clamp is ligated

- Appropriate number of teeth are isolated
- No leakage within two teeth of prepared teeth
- Clamp is placed securely without trauma to tissue
- Dam/ holder placed to achieve maximum visibility/minimum discomfort to patient

### **Suture Removal**

- Lift knot with cotton pliers/clip suture material at tissue level
- Pull knot and thread toward wound
- Check for removal of all sutures
- No trauma to tissue

### **Testing Pulp Vitality Using Pulp Tester**

- Tissues gently dried
- Material placed in appropriate area without trauma to tissue
- Appropriate isolation techniques
- Procedure explained to patient
- Material noted on the chart

### **Prevention & Plaque Control**

- Assessment of current hygiene
- Presentation of information appropriate for the patient, re: diet, prevention measures (fluorides), and hygiene techniques
- Appropriate follow-up with patient

### **Topical Anesthetic Application**

- Explain procedure to patient
- Small amount of topical ointment on cotton tip applicator
- Identify injection site, gently dry site with gauze 2X2
- Place ointment directly onto injection site, leaving on site 15-30 seconds
- Remove applicator just before dentist gives injection

### **Assist with CAD/CAM**

- Tooth & surrounding teeth powdered with Optispray (if needed)
- Pre-photos of occlusal registration
- Once prep complete prep & surrounding tissue coated with Optispray (if needed) for taking an optical impression
- Using images outline of new restoration drawn on the screen
- Computer is instructed to mill restoration from ceramic block
- Restoration is tried in/adjusted/bonded in

### **Photography**

- Calibrate camera
- Ready patient for extraoral, patient 5-6 feet away
- For intraoral, position retractors symmetrically, pull out away from mouth
- If using mirror-control fogging by dipping mirror in hot water/air dry
- Retract tongue, or have patient move tongue
- Photograph teeth in correct axial alignment

## EXAMPLE: TASK COMPLETION SHEET Clinical Experience DA/RDA Functions

Student \_\_\_\_\_ General Office Specialty Office Please circle one above

Using the Evaluation Criteria listed following this sheet the Supervising Dentist/ RDA or Faculty will use the scoring criteria to evaluate the student performing the listed tasks. *We understand that all tasks listed may not be completed in every office, however when possible we appreciate that they are given the opportunity to complete as many tasks as possible.*

| TASK                           | Supervising DDS | Supervising RDA | Supervising Faculty | DATE |
|--------------------------------|-----------------|-----------------|---------------------|------|
| Alginate Impression U/L        |                 |                 |                     |      |
| Assist Nitrous Oxide           |                 |                 |                     |      |
| Coronal Polish                 |                 |                 |                     |      |
| Fluoride Application           |                 |                 |                     |      |
| Ligation/Removal Ortho Wires   |                 |                 |                     |      |
| Matrix and Wedge Placement     |                 |                 |                     |      |
| Oral Inspection                |                 |                 |                     |      |
| Pit & Fissure Sealant          |                 |                 |                     |      |
| Placement Bases & Liners       |                 |                 |                     |      |
| Periodontal Pack Placement     |                 |                 |                     |      |
| Removal of Excess Cement       |                 |                 |                     |      |
| Placement/Removal Separators   |                 |                 |                     |      |
| Rubber Dam Placement           |                 |                 |                     |      |
| Suture Removal                 |                 |                 |                     |      |
| Temporary Crowns               |                 |                 |                     |      |
| Temporary Restoration          |                 |                 |                     |      |
| Topical Anesthetic Application |                 |                 |                     |      |
| Assist with CAD/CAM            |                 |                 |                     |      |
| Photography                    |                 |                 |                     |      |

Student will perform task to stated criteria

- Clinically Correct = CC
- Clinically Acceptable (minimal) = CA
- Unacceptable attempt = U \*must repeat task

Signature \_\_\_\_\_ Supervising DDS/RDA/Faculty Date \_\_\_\_\_

## EXAMPLE: FINAL EVALUATION

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_ Supervising Instructor: \_\_\_\_\_

### I. GENERAL-Please evaluate the student and circle the appropriate grade.

- A. Appearance
  - 0 Designated uniform is not worn.
  - 1 Appearance of the uniform is unacceptable.
  - 2 Marginal, uniform/grooming needs improvement.
  - 3 Satisfactory, acceptable uniform/grooming.
  - 4 Excellent, a model for others.
  
- B. Promptness
  - 0 More than 15 minutes late
  - 1 5-15 minutes late
  - 2 Less than 5 minutes late
  - 3 Prompt
  - 4 Arrival before assigned time
  
- C. Attitude
  - 0 No initiative, uninvolved, inconsiderate, helps only when asked
  - 1 Extremely timid requires constant prompting and supervision.
  - 2 Occasionally helps, does minimal required.
  - 3 Generally motivated, performs well with minimal prompting.
  - 4 Strongly motivated, pleasant, always helps without being asked.
  
- D. Patient Management
  - 0 Indifferent, rude and aloof.
  - 1 Needs constant supervision, makes inappropriate comments.
  - 2 Minimal communication with patients.
  - 3 Good rapport with patient, persuasive.
  - 4 Flexible, sensitive, excellent rapport with patients.
  
- E. Professionalism
  - 0 Unethical, not dependable, poor judgment used, disrespectful.
  - 1 Questionable ethical judgment, or behavior, uncooperative.
  - 2 Unaware of professional responsibilities but has a sense of moral obligation.
  - 3 Good ethical and moral judgment, trustworthy.
  - 4 Exceptional ethical and moral judgment.
  
- F. Time Utilization
  - 0 Wasteful and unproductive.
  - 1 Not well prepared and poor use of time.
  - 2 Minimally prepared and adequate use of time.



3 Well prepared and productive.

4 Exceptionally productive, efficient and consistently well prepared.

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## II. SKILLS

4.0 EXCELLENT: Procedure was performed without error or product is perfect.

3.0 SATISFACTORY: Errors were made during procedure or product is imperfect but within allowable limits such that the procedure is not compromised. Student could identify errors made and what could be done to make correction.

2.0 MARGINAL: Errors were made during procedure or product is imperfect but within allowable limits such that the procedure is not compromised. Student did not recognize or identify error. Student did not take measure to make correction.

1.0 UNSATISFACTORY: Unacceptable performance during a procedure or product is not functional.

0 Student did not attempt procedure.

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### A. Preventive Procedures

|   |   |   |   |   |   |    |
|---|---|---|---|---|---|----|
| 1. Review MH taking/recording vital signs | 0 | 1 | 2 | 3 | 4 | NA |
| 2. Intra/extra oral inspection            | 0 | 1 | 2 | 3 | 4 | NA |
| 3. Patient education/OHI                  | 0 | 1 | 2 | 3 | 4 | NA |
| 4. Polishing/deplaquing                   | 0 | 1 | 2 | 3 | 4 | NA |
| 5. Fluoride treatment                     | 0 | 1 | 2 | 3 | 4 | NA |
| 6. Cleaning removable appliances          | 0 | 1 | 2 | 3 | 4 | NA |

### B. RDA Functions

|  |   |   |   |   |   |    |
|--|---|---|---|---|---|----|
| 1. Alginate impressions U/L            | 0 | 1 | 2 | 3 | 4 | NA |
| 2. Assist in Administration of Nitrous | 0 | 1 | 2 | 3 | 4 | NA |
| 3. Coronal Polish                      | 0 | 1 | 2 | 3 | 4 | NA |
| 4. Fluoride Application                | 0 | 1 | 2 | 3 | 4 | NA |
| 5. Ligation/removal Ortho arch wires   | 0 | 1 | 2 | 3 | 4 | NA |
| 6. Matrix and Wedge Placement          | 0 | 1 | 2 | 3 | 4 | NA |
| 7. Oral inspection                     | 0 | 1 | 2 | 3 | 4 | NA |
| 8. Placement/Removal Ortho separators  | 0 | 1 | 2 | 3 | 4 | NA |
| 9. Perio-Pak placement                 | 0 | 1 | 2 | 3 | 4 | NA |
| 10. Prevention/Plaque control          | 0 | 1 | 2 | 3 | 4 | NA |
| 11. Removal of excess cement           | 0 | 1 | 2 | 3 | 4 | NA |
| 12. Placement bases/liners             | 0 | 1 | 2 | 3 | 4 | NA |
| 13. Rubber dam placement               | 0 | 1 | 2 | 3 | 4 | NA |
| 14. Suture removal                     | 0 | 1 | 2 | 3 | 4 | NA |
| 15. Temporary crowns                   | 0 | 1 | 2 | 3 | 4 | NA |
| 16. Temporary restorations             | 0 | 1 | 2 | 3 | 4 | NA |
| 17. Testing pulp vitality              | 0 | 1 | 2 | 3 | 4 | NA |
| 18. Topical application                | 0 | 1 | 2 | 3 | 4 | NA |

### C. Radiology Procedures

|    |  |   |   |   |   |   |    |
|----|--|---|---|---|---|---|----|
|    | 1. Safety factors                                | 0 | 1 | 2 | 3 | 4 | NA |
|    | 2. Correct exposure techniques                   | 0 | 1 | 2 | 3 | 4 | NA |
|    | 3. Processing                                    | 0 | 1 | 2 | 3 | 4 | NA |
|    | 4. Mounting                                      | 0 | 1 | 2 | 3 | 4 | NA |
| D. | Laboratory Procedures                            |   |   |   |   |   |    |
|    | 1. Pouring models                                | 0 | 1 | 2 | 3 | 4 | NA |
|    | 2. Trimming models                               | 0 | 1 | 2 | 3 | 4 | NA |
| E. | Office Procedures                                |   |   |   |   |   |    |
|    | 1. Appointment book control                      | 0 | 1 | 2 | 3 | 4 | NA |
|    | 2. Telephone management                          | 0 | 1 | 2 | 3 | 4 | NA |
|    | 3. Receipt of payment for dental services        | 0 | 1 | 2 | 3 | 4 | NA |
|    | 4. Completion of third-party reimbursement forms | 0 | 1 | 2 | 3 | 4 | NA |
|    | 5. Supply inventory maintenance                  | 0 | 1 | 2 | 3 | 4 | NA |
|    | 6. Records management                            | 0 | 1 | 2 | 3 | 4 | NA |
| F. | Activities not listed                            |   |   |   |   |   |    |
|    | 1.   | 0 | 1 | 2 | 3 | 4 | NA |
|    | 2.   | 0 | 1 | 2 | 3 | 4 | NA |
|    | 3.   | 0 | 1 | 2 | 3 | 4 | NA |

Suggestions for student improvement: \_\_\_\_\_

Student's strengths: \_\_\_\_\_

Additional comments: \_\_\_\_\_

\_\_\_\_\_  
 DDS Signature Date

## INJURY/INCIDENT PROCESS FOR REPORTING & FORMS

### Workers' Compensation Information

[https://radtech.santarosa.edu/sites/radtech.santarosa.edu/files/documents/WC%20Health%20S.%20Fac.%20%20Procedures\\_0.pdf](https://radtech.santarosa.edu/sites/radtech.santarosa.edu/files/documents/WC%20Health%20S.%20Fac.%20%20Procedures_0.pdf)

### Incident Report-How & When

<https://hr.santarosa.edu/sites/hr.santarosa.edu/files/Incident%20Report%20-%20How%20and%20when%20to%20file.pdf>

### Incident Report online form

[https://cm.maxient.com/reportingform.php?SantaRosaJC&layout\\_id=70](https://cm.maxient.com/reportingform.php?SantaRosaJC&layout_id=70)

### Supervisor's Report of Injury

[https://hr.santarosa.edu/sites/hr.santarosa.edu/files/Sup%20Report%20of%20Injury\\_0.pdf](https://hr.santarosa.edu/sites/hr.santarosa.edu/files/Sup%20Report%20of%20Injury_0.pdf)

### Incident Report and how to complete an incident report

<https://financeadmin.santarosa.edu/injury-or-illness-incident>

## **Workers' Compensation Information For Health Sciences**

### **Student Injury Procedures:**

1. Notify HR immediately when a student is injured. The following students are covered by SRJC's Worker's Compensation Insurance:

- \* Students enrolled in health occupation programs or internship programs while performing their occupational or internship duties in the community (i.e. students/interns working on patients at an off-site facility); and
- \* Student employees that are paid by SRJC.

Students who **are not covered** by SRJC's Worker's Compensation Insurance:

- Students in class – notify Juanita Dreiling, Student Health Services, at extension 1544 for student accident insurance coverage (this is secondary to the student's private insurance).
- Students in class that are part of another agency (i.e. Sheriff's Dept. etc.) – notify student's employer. Students are covered under their employer's workers' compensation carrier.

2. Ask if the student needs medical attention. If the injury is an emergency, call 527-1000 for Campus Police or 911, if offsite. If the injury is an exposure, or another type of injury, the student should access treatment from Kaiser Occupational Health (student does not need to be a Kaiser member for occupational injuries). Call for an appointment if the injury occurs during normal business hours. If the injury occurs outside of normal business hours the student should go to the closest Kaiser ER.

#### **Santa Rosa:**

Kaiser Occupational Health Department  
3975 Old Redwood Hwy. Ste. 152  
Santa Rosa CA 95403

707-566-5555 (M-F 8:30 am-5:00pm)  
707-3934800 (ER 24 hrs.)

#### **Petaluma:**

Kaiser Occupational Health Department  
3900 Lakeville Hwy.  
Petaluma, CA 94954  
707-765-3800 (M-F 8:30 am-5:00pm)  
707-765-3960 (Tu & Th 5-7pm)

#### **San Rafael:**

Kaiser Occupational Health Dept.  
Medical Office Bldg. 1  
99 Montecillo Rd  
San Rafael, CA 94903  
415-444-2900 (M-F 8:30am-5:00pm)  
415-444-2940 (Urgent Care)  
415-444-2400 (ER 24 hrs.)

#### **Rohnert Park:**

Kaiser Occupational Health Dept.  
5900 State Farm Drive  
Rohnert Park, CA 94928  
707-206-3091 (M-F 8:30am-5:00pm)

\*If the injury is a Blood or Bodily Fluid Exposure, send the student and the source patient to Kaiser Occupational Health for testing, immediately. If the incident occurs outside of the Kaiser Occupational Health area (Santa Rosa, Rohnert Park, Petaluma, or San Rafael), please send the student to the nearest medical facility for testing.

3. If the student seeks medical treatment, **send the student to Human Resources to complete additional paperwork ASAP**. This paperwork must be completed and returned to our insurance carrier, Keenan & Associates, **within 24 hours of notice of the injury**. If the student goes home, Human Resources must be notified so that the forms can be mailed to the student.

#### **Forms Required for Student Injuries:**

Please complete and return these forms **immediately**:

4. When a student is injured, which includes first aid, complete:

- **SRJC Incident Report** – return to Student Health Services, copy to Human Resources.

\*\* If the student requires medical treatment or has a blood or bodily fluid exposure, complete:

- **SRJC Incident Report** – return to Student Health Services, copy to Human Resources
- **Supervisor's Report of Injury** – fax to *Human Resources (527-4967)*
- **Training/Work-Related Injury/Exposure Treatment Authorization** - fax to *Human Resources (527-4967)*

If the student is exposed to blood or bodily fluid with a contaminated instrument (sharps), complete:

- **SRJC Incident Report** – return to Health Services, copy to Human Resources
- **Supervisor's Report of Injury** - fax to *Human Resources (527-4967)*
- **Training/Work-Related Injury/Exposure Treatment Authorization** - fax to *Human Resources (527-4967)*
- **Sharps Injury Report** – fax to *Human Resources (527-4967)*