



8609

INTRODUCTION TO
PATIENT CARE (12D)

40S/40E/40M

A Dental Assisting Course

8609: INTRODUCTION TO PATIENT CARE (12D) 40S/40E/40M

Course Description

This course corresponds with the Red River College courses *Diagnosis, Patient Management, and Infection Control and Safety*. It deals with the

- techniques used during clinical examinations and diagnostic procedures
- documentation and charting of patient records
- role of the dental assistant in the management of patients with special needs and with dental and medical emergencies
- techniques used for obtaining vital signs
- foundations of microbiology and techniques to prevent the transmission of disease
- principles of the Workplace Hazardous Materials Information System

Goal 1: Describe and apply appropriate **health and safety** practices as they relate to dental assisting.

GLO 1.1: Describe and apply appropriate **health and safety** practices.

SLO 12D.1.1.1: Demonstrate an awareness of the principles of the Workplace Hazardous Materials Information System (WHMIS).

SLO 12D.1.1.2: Apply health and safety legislation, regulations, and standards.

SLO 12D.1.1.3: Use infection-control techniques and apply standard precautions to ensure patient and operator safety.

SLO 12D.1.1.4: Use pertinent personal and patient protection.

SLO 12D.1.1.5: Apply the principles of radiation hygiene for the operator and the patient.

SLO 12D.1.1.6: Identify the injury-reporting process and the post-exposure protocol.

SLO 12D.1.1.7: Apply knowledge of emergency first aid and cardiopulmonary resuscitation (CPR).

GLO 1.2: Create and maintain a **safe working environment**.

- SLO 12D.1.2.1: Identify and report hazards in the workplace.
- SLO 12D.1.2.2: Identify safety precautions to be followed when using equipment, instruments, and materials.
- SLO 12D.1.2.3: Follow safe practices and procedures for facilities, equipment, instruments, and materials used in the workplace.
- SLO 12D.1.2.4: Apply standard safety precautions for clinical procedures.
- SLO 12D.1.2.5: Manage hazardous substances and wastes.
- SLO 12D.1.2.6: Maintain a safe dental darkroom.
- SLO 12D.1.2.7: Demonstrate the ability to follow safety information on supplier labels and on equipment.
- SLO 12D.1.2.8: Demonstrate knowledge of safety equipment, such as a fire extinguisher, a first aid kit, and an eyewash station.
- SLO 12D.1.2.9: Describe the disposal of sharps in a puncture-proof container with a biohazardous waste label.

Goal 2: Demonstrate the safe and appropriate **operation, maintenance, handling, and storage of equipment, instruments, materials, and consumable items**.

GLO 2.1: Demonstrate the safe and appropriate **operation, maintenance, and storage of equipment and instruments**.

- SLO 12D.2.1.1: Demonstrate the safe and appropriate operation, maintenance, and storage of equipment and instruments used in patient management, infection control, and diagnosis.
- SLO 12D.2.1.2: Demonstrate the use of various aids for moisture control.
- SLO 12D.2.1.3: Demonstrate the ability to use equipment needed to obtain blood pressure readings.
- SLO 12D.2.1.4: Demonstrate the maintenance and storage of high-speed and low-speed handpieces.
- SLO 12D.2.1.5: Describe the use, storage, and maintenance of a light-curing unit.
- SLO 12D.2.1.6: Describe the maintenance of ultrasonic scalers.
- SLO 12D.2.1.7: Demonstrate the operation and maintenance of an ultrasonic cleaner.
- SLO 12D.2.1.8: Demonstrate the operation and maintenance of sterilizers.
- SLO 12D.2.1.9: Describe the use of computerized tomography (CT) scanning in dentistry.

GLO 2.2: Demonstrate the safe and appropriate **handling and storage** of **materials and consumable items**.

SLO 12D.2.2.1: Demonstrate the appropriate storage and disposal of materials according to the manufacturers' instructions.

Goal 3: Demonstrate the ability to **assist** the operator when providing oral health care services.

GLO 3.1: Describe and demonstrate the dental assistant's role when **assisting** the operator with various procedures.

SLO 12D.3.1.1: Prepare a dental unit and assemble the armamentarium needed for a procedure.

SLO 12D.3.1.2: Demonstrate the procedure for greeting, seating, and dismissing a patient.

SLO 12D.3.1.3: Apply the principles of four-handed dentistry while assisting an operator.

SLO 12D.3.1.4: Mix and manipulate materials required for a procedure.

SLO 12D.3.1.5: Identify and anticipate the operator's needs during a procedure.

SLO 12D.3.1.6: Describe the ability to assist with pulse and blood pressure readings.

Goal 4: Demonstrate the ability to **provide** oral health care services for patients.

GLO 4.1: Describe and demonstrate the dental assistant's role when **providing** oral health care services.

SLO 12D.4.1.1: Demonstrate oral evacuation for various areas of the oral cavity.

SLO 12D.4.1.2: Describe diagnostic aids used to diagnose oral conditions.

SLO 12D.4.1.3: Describe the use of radiographs for diagnosing oral conditions.

SLO 12D.4.1.4: Describe responses to medical emergencies.

SLO 12D.4.1.5: Demonstrate the ability to take a patient's blood pressure.

Goal 5: Demonstrate an understanding of **career opportunities** in the dental profession.

GLO 5.1: Describe **post-secondary education and employment opportunities** in dental assisting and related professions.

- SLO 12D.5.1.1: Explain the roles and responsibilities of dental health care providers.
- SLO 12D.5.1.2: Describe educational modules available for Level II Dental Assistants.
- SLO 12D.5.1.3: Describe dental assisting career opportunities available in the private and public sectors.
- SLO 12D.5.1.4: Describe career opportunities related to the dental field.

Goal 6: Describe and demonstrate transferable **cross-curricular knowledge and skills** as they relate to dental assisting.

GLO 6.1: **Read, interpret, and communicate information** related to dental assisting.

- SLO 12D.6.1.1: Apply the manufacturers' instructions when using dental materials.
- SLO 12D.6.1.2: Demonstrate the ability to document patient information accurately.
- SLO 12D.6.1.3: Demonstrate effective conversational and listening skills, both in person and on the telephone.
- SLO 12D.6.1.4: Demonstrate the ability to interpret patient records.
- SLO 12D.6.1.5: Use dental terminology when communicating in the workplace.
- SLO 12D.6.1.6: Demonstrate the ability to communicate effectively with patients, the dental team, and other professionals related to dental health care.
- SLO 12D.6.1.7: Demonstrate the ability to counsel a patient, incorporating content relevant to the patient's needs.
- SLO 12D.6.1.8: Educate a patient on a procedure.
- SLO 12D.6.1.9: Provide a patient with post-operative instructions.

GLO 6.2: Demonstrate knowledge and skills related to **mathematics** used in dental assisting.

- SLO 12D.6.2.1: Demonstrate knowledge of basic mathematics skills.
 - SLO 12D.6.2.2: Calculate and apply the principles of weight, measurement, temperature, and ratios.
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GLO 6.3: Demonstrate knowledge and skills related to **anatomy and physiology** used in dental assisting.

SLO 12D.6.3.1: Locate, identify, and describe anatomical landmarks of the teeth.

SLO 12D.6.3.2: Identify and describe anatomical landmarks of the oral cavity.

SLO 12D.6.3.3: Identify relevant landmarks of the head and neck.

GLO 6.4: Demonstrate knowledge and skills related to **other subject areas** (science, physical education/health education, information and communication technology) used in dental assisting.

SLO 12D.6.4.1: Demonstrate an understanding of the scientific properties associated with autoclave sterilization.

SLO 12D.6.4.2: Demonstrate an understanding of exothermic reactions as they apply to dental materials.

SLO 12D.6.4.3: Demonstrate an understanding of and describe the foundations of microbiology and ways to prevent the transmission of disease.

SLO 12D.6.4.4: Describe how micro-organisms affect the body.

Goal 7: Demonstrate awareness of **sustainability** as it pertains to dentistry.

GLO 7.1: Describe the impact of **sustainability** on the **health and well-being** of dental assistants and their patients.

SLO 12D.7.1.1: Recognize and be receptive to a patient's needs.

SLO 12D.7.1.2: Describe physical, mental, and emotional health and their relationships to dental assisting.

SLO 12D.7.1.3: Apply the principles of ergonomics when providing patient care.

SLO 12D.7.1.4: Apply the principles of dentistry when educating and encouraging patients in maintaining optimal oral health.

SLO 12D.7.1.5: Show consideration and respect for patients.

SLO 12D.7.1.6: Maintain patient rapport and comfort.

GLO 7.2: Describe the dental industry's **sustainability practices** and their **impact on the environment**.

SLO 12D.7.2.1: Demonstrate the safe storage, recycling, and disposal of processing solutions.

SLO 12D.7.2.2: Discuss the potential for increased sustainability in dentistry.

GLO 7.3: Describe **sustainable business practices** within the dental industry.

- SLO 12D.7.3.1: Identify economically sustainable practices within the workplace.
- SLO 12D.7.3.2: Describe the relationship between the economy and sustainable practices within the dental industry.
- SLO 12D.7.3.3: Apply business practices and work ethics to manage the dental office efficiently.
- SLO 12D.7.3.4: Evaluate patients' needs to maintain their satisfaction and loyalty.

Goal 8: Demonstrate **ethical and legal standards** as they pertain to the dental profession.

GLO 8.1: Practise **ethical and legal standards** as they pertain to dental assisting.

- SLO 12D.8.1.1: Perform skills to the highest standards (to the level of a competent operator).
- SLO 12D.8.1.2: Maintain current emergency first aid and CPR skills.
- SLO 12D.8.1.3: Discuss the importance of maintaining technical competence through advanced education or continuing education.
- SLO 12D.8.1.4: Demonstrate an understanding of and adherence to the legislation and regulations required for dental assistants to remain in good standing with professional and regulatory organizations.
- SLO 12D.8.1.5: Maintain the standards outlined in the Canadian Dental Assistants' Association's *Code of Ethics*.
- SLO 12D.8.1.6: Provide patients with optimum health care.
- SLO 12D.8.1.7: Apply current legislation with regard to confidentiality of patient information.
- SLO 12D.8.1.8: Practise the principles of dignity, equity, fairness, and respect in relating to patients.

Goal 9: Demonstrate **employability skills** related to dental assisting.

GLO 9.1: Demonstrate **fundamental employability skills**.

- SLO 12D.9.1.1: Retrieve relevant information and use it when required.
- SLO 12D.9.1.2: Demonstrate professional conduct in providing patient care.

- SLO 12D.9.1.3: Demonstrate problem-solving skills and implement appropriate solutions.
- SLO 12D.9.1.4: Access, analyze, synthesize, and apply knowledge and skills from various disciplines.
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GLO 9.2: Demonstrate **teamwork** skills.

- SLO 12D.9.2.1: Demonstrate an understanding of and work within the dynamics of the dental team.
- SLO 12D.9.2.2: Recognize and respect diversity and individual differences and perspectives.
- SLO 12D.9.2.3: Manage and resolve conflict when appropriate.
- SLO 12D.9.2.4: Accept and provide feedback in a constructive and considerate manner.
- SLO 12D.9.2.5: Share information and expertise with the dental team.
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GLO 9.3: Demonstrate **personal management skills**.

- SLO 12D.9.3.1: Demonstrate punctuality.
- SLO 12D.9.3.2: Demonstrate positive attitudes and behaviours.
- SLO 12D.9.3.3: Demonstrate adaptability within various situations in the dental setting.
- SLO 12D.9.3.4: Demonstrate initiative and independence throughout patient care.
- SLO 12D.9.3.5: Demonstrate accountability for own actions in the dental setting.
- SLO 12D.9.3.6: Practise time-management strategies to manage the office schedule efficiently.
- SLO 12D.9.3.7: Apply organizational skills in the dental practice.
- SLO 12D.9.3.8: Demonstrate the ability to transfer learning to new situations.
- SLO 12D.9.3.9: Demonstrate an understanding of the importance of lifelong learning.
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GLO 9.4: Demonstrate an understanding of the **business operation** of a dental office.

- SLO 12D.9.4.1: Demonstrate a strong work ethic to ensure efficiency in the dental office.
- SLO 12D.9.4.2: Maintain patient records.
- SLO 12D.9.4.3: Apply business practices to manage the dental office efficiently.
- SLO 12D.9.4.4: Create strategies to ensure ongoing patient recall.
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Goal 10: Demonstrate an understanding of the **evolution** of the dental profession, including its **technological progression** and **emerging trends**.

GLO 10.1: Describe the **evolution** of the dental profession, including its **technological progression** and **emerging trends**.

SLO 12D.10.1.1: Describe the evolution of dental materials, including technological advances and emerging trends.

SLO 12D.10.1.2: Describe the evolution of dental equipment, including technological advances and emerging trends.

SLO 12D.10.1.3: Describe the evolution of dental techniques, including technological advances and emerging trends.

SLO 12D.10.1.4: Describe the evolution of dental radiography, including technological advances and emerging trends.
