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STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
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MEMORANDUM
HR# 70-23

December 20, 2023

TO: DHRM Listserv Recipients

FROM: Mandee Bowsmith, Administrator *Mandee Bowsmith*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES – DENTAL ASSISTANT SERIES

Attached are revised proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections regarding these changes, please send your written notification to Deputy Administrator Beverly Ghan at bghan@admin.nv.gov no later than January 22, 2024.

If no written objections are received in this office by January 22, 2024, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: Posting #19-24
Posting Expires: January 22, 2024

Per NRS 284.160, the Administrator may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT				PROPOSED			
CODE	TITLE	GRADE	EEO-4	CODE	TITLE	GRADE	EEO-4
10.260	Dental Clinic Supervisor	29	E	<i>10.260</i>	<i>Dental Clinic Supervisor</i>	<i>29</i>	<i>E</i>
10.262	Dental Assistant III	27	E	<i>10.262</i>	<i>Dental Assistant III</i>	<i>27</i>	<i>E</i>
10.263	Dental Assistant II	25	E	<i>10.263</i>	<i>Dental Assistant II</i>	<i>25</i>	<i>E</i>
10.264	Dental Assistant I	23	E	<i>10.264</i>	<i>Dental Assistant I</i>	<i>23</i>	<i>E</i>

Basis for Recommendation

As the result of an Individual Classification Study (NPD-19) received by the Division of Human Resource Management (DHRM) from the University of Nevada Las Vegas (UNLV), School of Dental Medicine it was determined that a review of the Dental Clinic Supervisor/Dental Assistant series be conducted. This series assists dentists in the general or specialized treatment of patients in both routine and emergency procedure in areas of diagnostic, preventative, restorative, periodontal, endodontic, pedodontics, orthodontic, oral surgery, and prosthodontic dental care.

In coordination with subject matter experts from UNLV and analysts within DHRM it is recommended that the class concept for each level in the series be amended to clarify duties and responsibilities reflective of each class. In addition, a secondary option was added to the Dental Assistant III to clarify that incumbents that function as a Dental Cone-Beam Computer Tomography and/or other radiology technology technician perform at an advanced journey level. Furthermore, the Dental Assistant I and II were amended to maintain consistency with verbiage, formatting, and structure.

In addition, it is recommended that the Education and Experience section of the Minimum Qualifications for the Dental Assistant I be amended to broaden the type of experience required of the level. This change will allow for a more diverse range of applicants and increase the number of individuals applying for employment.

Additionally, it is recommended that the Education and Experience section of the Minimum Qualifications, at every level, be amended to maintain consistency with verbiage, formatting, and structure.

Throughout the review, management and staff within UNLV and analysts within DHRM participated by offering recommendations and reviewing changes as the process progressed and they support the recommended changes. In addition, the Department of Corrections, who also utilize the class specification have reviewed the recommended changes and they have no objections to the recommended changes.

Changes to the class specification are noted as follows: additions in blue and deletions in red.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Suite 101; in Las Vegas, go to 555 East Washington Avenue, Suite 1400. You may also view the recommendations and specifications online at https://hr.nv.gov/Sections/Classification/Proposed_Classification_Changes/. For additional information call (775) 684-0137.

Objections to the proposed new classification must be received in writing by January 22, 2024. Objections should be addressed to Beverly Ghan, Deputy Administrator, Compensation, Classification and Recruitment Section of the Division of Human Resource Management, 209 East Musser Street, Suite 101, Carson City, Nevada 89701-4204.

POSTING DATE: December 20, 2023



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
DENTAL CLINIC SUPERVISOR	29	E	10.260
DENTAL ASSISTANT III	27	E	10.262
DENTAL ASSISTANT II	25	E	10.263
DENTAL ASSISTANT I	23	E	10.264

SERIES CONCEPT

Dental Assistants ~~[provide assistance to]~~ *assist* dentists in the general or specialized treatment of patients in both routine, ~~[and]~~ emergency, *and clinical research* procedures in areas of diagnostic, preventive, restorative, periodontal, endodontic, pedodontic, orthodontic, oral surgery, and prosthodontic dental care. Duties include, but are not limited to, patient preparation and positioning; ~~[clinical]~~ *treatment* area preparation; use of sterile techniques; administration of dental care and treatment as directed by professional staff; use and maintenance of dental equipment, instruments, and supplies; instructing patients in proper oral hygiene; and collection and maintenance of patient *and/or clinical research subject* data and records.

Assist dentists using four-handed dental assisting techniques in operative, endodontic, oral surgery, orthodontic, pedodontic, prosthodontic and periodontal procedures by performing oral evacuation, fabricating temporary crowns, custom trays, taking impressions, mixing cements, and assisting in the application of light cured material; anticipate and provide the dentist with the appropriate materials, instruments and equipment.

Change arch wires, apply ligatures, cement temporary crowns, remove excess cement, perform coronal polishing, remove sutures, apply and remove periodontal pack, apply temporary restorations, and apply topical fluoride treatments, sealant and anesthetic as directed by a staff dentist.

Receive and seat patient; interview patient to clarify the purpose of visit; update patient medical history and document any other pertinent information; prepare and arrange dental instruments, materials and equipment appropriate for procedure; expose intraoral and extraoral radiographs as directed by dentist or following standard protocol; process, mount and label radiographs; enter information into chart or computer as dictated by dentist or hygienist.

Answer patient questions by explaining and clarifying basic information regarding the treatment plan, sequence of treatments, result of non-treatment, and patient's responsibilities including insurance and co-payments; secure patient signature on informed consent forms for special procedures, as required.

Apply sterile techniques and infectious control and exposure procedures when preparing for, during and upon completion of each dental treatment; disinfect and clean treatment rooms and contaminated trays; apply dental radiography infectious control protocol; handle and dispose of sharps and hazardous materials according to established federal and State OSHA standards.

Provide basic oral hygiene instruction to patients; demonstrate proper tooth brushing and flossing methods; discuss the importance of diet; furnish patient with appropriate oral hygiene literature; provide patient appropriate pre- and post-operative instructions.

Maintain medical, dental supply and material levels; assist in the inventory process and notify appropriate staff when supplies are needed; receive and store supplies and materials.

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SERIES CONCEPT (cont'd)

Maintain and perform basic repairs to dental and laboratory equipment *and* report major malfunctions to appropriate personnel.

Perform laboratory procedures as allowed by State law such as taking impressions, preparing study models and making simple denture repairs.

Using basic keyboarding techniques, enter information into computer database such as treatment records, prescriptions, charting, changes in health history, ADA codes, patient data, and set up return appointments.

In a Correctional setting, receive and evaluate inmate requests for dental services; seek clinical guidance from the dentist regarding request for non-routine services; establish appointment schedule and maintain list of requests that are not scheduled; and make all required arrangements with security staff to ensure inmates are notified and transported to scheduled appointments.

At the University of Nevada – Las Vegas, School of Dental Medicine, perform front office operations to include, but not limited to: assist in establishing and monitoring work schedules and appointment schedules; greet patients in person or over the telephone; provide information to patients regarding requirements and guidelines, treatment, insurance, and payment options; review patient accounts, process referrals, and submit pre-authorizations to insurance providers for approval; coordinate communications with insurance companies; collect payments, prepare daily bank deposits, and ensure payments reconcile with daily patient management financial reports; research and resolve billing and claim denial issues; review patient records for completion of dental treatment and resolution of financial obligations.

Perform related duties as assigned.

CLASS CONCEPTS

Dental Clinic Supervisor: Under general direction, incumbents work in a university setting *and* coordinate the activities of a working dental clinic in a specialty area of dentistry such as oral surgery, endodontics, orthodontics, or prosthodontics, requiring technical knowledge and experience in the specialty area. Incumbents have full supervisory responsibility for *lower-level* Dental Assistants [~~and front office clerical staff~~] to include [~~hiring and disciplinary actions; monitor quality improvement, program evaluation, training, and strategic planning activities within the specialty area by conducting needs assessment and internal performance standard reviews and exit interviews of graduating dental students.~~] *performance evaluations, work performance standards, scheduling, work assignment and review, training, and discipline.*

In conjunction with the Associate Dean or Professor, incumbents conduct clinical case reviews to evaluate the appropriateness of [~~clinical~~] *dental* services provided and compliance with policies and procedures; *assist in strategic planning activities within their specialty area by conducting needs assessment and internal performance standard reviews and exit interviews of graduating dental students;* monitor expenditures against approved budget for specialty area and participate in resource allocation decisions.

Establish inventory and reorder levels for all dental supplies and materials; meet with vendors to discuss new products and procedures, evaluate new items and make recommendations to dentists; prepare requisitions and purchase orders to maintain supply and material stock and order new equipment; and secure price quotes for equipment repairs and purchases.

Monitor infectious control and hazardous material policies and procedures and recommend improvements; arrange for required OSHA training for staff.

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CLASS CONCEPTS (cont'd)

Dental Clinic Supervisor: (cont'd)

~~[This class is distinguished from the Dental Assistant III level by full supervisory responsibility of Dental Assistants working in a specialty area of dentistry and supervision of [both] front and/or back office operations and staff.]~~ This is the supervisory level in the series.

Dental Assistant III: Under general supervision, incumbents *either,*

- 1) ~~[serve]~~ *function* as a lead worker ~~[to Dental Assistant I and II's and coordinate the back office operations in a State/university dental facility.]~~ *over lower-level Dental Assistants to include work assignment and review, training, and providing input regarding work schedules, performance evaluations and discipline as required. In addition, incumbents* ~~[As the lead worker to other Dental Assistants, develop and prepare work schedules, demonstrate proper dental assisting techniques and procedures, and assist in developing work performance standards, contribute to performance evaluations, and make recommendations for disciplinary action.]~~ *implement policies and procedures; conduct morning chart reviews to assess and discuss [with dentists and other assistant's] procedures scheduled for the day, required material preparation, and individual patient needs with dentists and other assistants; [E]ensure laboratory documentation is complete and corresponds to the contents of lab cases; review patient charts and other documentation prepared by Dental Assistants to ensure proper charting; ensure American Dental Association Codes correspond to procedures performed and required follow-up has been performed; [A]assess patient files and charts for the next day to ensure all materials and equipment needed are available and that adequate time is allotted; and [G]gather required patient information and schedule emergency treatment as needed; or*
- 2) *function as a Dental Cone-Beam Computer Tomography (CBCT) and/or other radiology technology technician. Incumbents create images and convert them to other formats as required; review and test related imaging software programs and digital radiography software enhancements; train all new employees and conduct regular continuing education classes; assist in identifying, planning, and implementing training programs; ensure compliance with federal, State, and local agencies rules, regulations, policies, and procedures as it pertains to dental radiology safety guidelines; inspect radiology equipment to ensure proper function; order radiology supplies, evaluate new items, and make recommendations to dentists; ensure all CBCT payments are made and issue receipts in support of the CBCT program; make CBCT appointments; communicate with local doctors and external agencies and ensure proper delivery of images; and perform other related duties as assigned.*

This is the advanced level in the series.

~~[Establish inventory and reorder levels for all dental supplies and materials; meet with vendors to discuss new products and procedures, evaluate new items and make recommendations to dentists; prepare requisitions and purchase orders to maintain supply and material stock and order new equipment; and secure price quotes for equipment repairs and purchases.]~~

~~[Monitor infectious control and hazardous material policies and procedures and recommend improvements; arrange for required OSHA training for staff.]~~

Dental Assistant II: Under general supervision, ~~[positions in this class perform the duties outlined in the series concept at the journey level.]~~ *incumbents perform duties as described in the series concept. This is the journey level in the series.*

Dental Assistant I: Under close supervision, incumbents ~~[acquire skills and experience]~~ *receive training* in performing duties ~~[outlined]~~ *described* in the series concept. This is the ~~[entry]~~ *trainee* level in the series and *incumbents may progress to the next level in the series* ~~[progression to the journey level may occur]~~ upon

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CLASS CONCEPTS (cont'd)

Dental Assistant I: (cont'd)

~~[successful completion of the probationary period,]~~ *meeting the minimum qualifications, satisfactory performance,* and with the recommendation of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment must submit to a pre-employment screening for controlled substances.
- * All positions at the University of Nevada, Las Vegas (UNLV) are required to pass: 1) a background investigation; and 2) a sanction check performed through the National Healthcare Data Bank (NHDB).

INFORMATIONAL NOTE:

- * *Incumbents at the Dental Assistant III, who function as a Dental Cone-Beam Computer Tomography (CBCT) and/or other radiology technology technician must successfully complete practical and one-on-one training on the principles, practices, techniques, application, identification, use, and troubleshooting of applicable technology within three months of appointment and as a condition of continuing employment at this level.*

DENTAL CLINIC SUPERVISOR

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of ~~[clinical]~~ experience working in a dental practice performing treatment of patients in both routine and emergency dental procedures, one year of which was in a specialty area to be identified at time of recruitment; **OR** successful completion of the Dental Assisting National Board (DANB), Certified Dental Assistant (CDA) examination and one year of dental assisting experience in a specialty area to be identified at time of recruitment; **OR** one year of experience as a Dental Assistant III in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: advanced dental techniques in a designated specialty area; federal and State OSHA standards for infection control and hazardous materials handling and disposal. **Working knowledge of:** patient care, confidentiality, rights, and code of ethics. **Ability to:** train and supervise subordinate Dental Assistants performing advanced techniques in a designated specialty area; monitor and evaluate clinic activities to ensure compliance with safety procedures, HIPAA, ADA, Medicaid, OSHA, and other federal and State regulations; interpret policies and regulations related to patient and dental clinic activities; direct the activities of subordinates and students in order to meet clinic goals; negotiate/mediate customer, employee and/or student complaints in order to resolve conflicts; communicate between management, faculty, staff and students to coordinate clinic operations and activities; respond effectively to inquiries regarding complex and sensitive issues; *and all knowledge, skills, and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: coordination of processes and quality control to maximize effective dental clinic operations; principles of supervision including personnel selection, training, employee relations and negotiations; disciplinary procedures and performance evaluation; budget preparation and monitoring. **General knowledge of:** strategic planning and resource allocation; quality assurance practices. **Ability to:** project and monitor budget expenditures.

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MINIMUM QUALIFICATIONS (cont'd)

DENTAL ASSISTANT III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of **[clinical]** experience working in a dental practice performing general or specialized treatment of patients in both routine and emergency procedures in areas of diagnostic, preventive, restorative, periodontal, endodontic, pedodontic, orthodontic, oral surgery, and/or prosthodontic dental care; **OR** successful completion of the Dental Assisting National Board, Certified Dental Assistant (CDA) examination; **OR** one year of experience as a Dental Assistant II in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements and Informational Note)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: dental charting and procedures in relation to patient scheduling. **Working knowledge of:** dental materials and inventory, storage, and rotation procedures; insurance coverage and co-payment; federal and State OSHA standards for infection control and laws and regulations related to hazardous materials handling and disposal. **General knowledge of:** pertinent information required for emergency appointment scheduling. **Ability to:** establish perpetual inventory levels and appropriate reorder quantities for dental practice; *and all knowledge, skills, and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: federal and State OSHA standards for infection control and hazardous materials handling and disposal laws and regulations. **Working knowledge of:** State and agency rules, policies and procedures regarding procurement of supplies, materials and equipment; supervisory principles, practices and procedures. **Ability to:** schedule staff to maximize efficiency and administer effective dental assistance within established budget allocations; evaluate existing procedures and develop and recommend new processes or procedures to improve quality and efficiency of services; train others in proper dental assisting techniques; discuss new products and procedures with vendor representatives, evaluate their usefulness and make recommendations to the dentists.

DENTAL ASSISTANT II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of **[clinical]** experience in a dental practice using four-handed techniques in a wide range of procedures, collecting and recording patient's medical information, exposing, processing, mounting and labeling radiographs, and applying dental sterile techniques and infectious control and exposure procedures; **OR** graduation from high school or equivalent education, successful completion of a recognized one-year dental assistant training program, and one year of experience working with the public collecting and recording information and/or explaining and clarifying basic information; **OR** one year of experience as a Dental Assistant I in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: sterile techniques and infectious control procedures and protocol; four-handed dental assisting techniques; oral hygiene methods and techniques; the theory and practices of dental assisting; exposing intraoral and extraoral dental radiographs; dental radiography processing, mounting and labeling techniques; dental and medical terminology sufficient to document patient's health and dental history; standard preparation and arrangement of dental instruments, materials and equipment appropriate for variety of dental procedures; ADA procedure codes. **Ability to:** perform four-handed dental assisting techniques to oral evacuate, fabricate temporary crown, take impressions, mix cements, and assist in the application of light cured material; explain and clarify information to patients regarding treatment plans and patient's responsibility; *and all knowledge, skills, and abilities required at the lower level.*

MINIMUM QUALIFICATIONS (cont'd)

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DENTAL ASSISTANT II (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Detailed knowledge of: standard dental charting and documentation processes; exposing intraoral and extraoral dental radiographs; dental radiography processing, mounting and labeling techniques. **Working knowledge of:** sequence of steps and instruments and materials used in a wide variety of dental procedures; dental laboratory procedures such as taking impressions, preparing study models, and making simple denture repairs. **Ability to:** inventory, receive and store dental supplies and materials; perform standard maintenance and repair on dental equipment.

DENTAL ASSISTANT I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of *general work and/or volunteer* experience [~~working with the public collecting and recording information and/or explaining and clarifying basic information;~~] **OR** an equivalent combination of education and experience as described above. (See *Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: grammar, spelling and punctuation sufficient to record treatment plans. **General knowledge of:** techniques for cleanliness and sanitation; basic oral hygiene techniques; basic computer keyboarding and data entry. **Ability to:** interview and collect data from patients; follow detailed oral and written instructions; write sufficient to prepare and maintain accurate dental records; establish and maintain cooperative working relationships with supervisors, staff and patients; read and comprehend standard forms and procedures manuals; enter data into a computer using basic keyboarding techniques; explain and clarify basic information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: standard dental charting and documentation processes; exposing intraoral and extraoral dental radiographs; the anatomy of the mouth, head and face of adults and children; dental terminology sufficient to understand dentist's orders; basic theory and practices of dental assisting; operation and use of standard dental equipment. **Ability to:** interview and collect data from patients regarding health history, symptoms and/or complaints; properly use and dispose of sharps and hazardous materials; apply sterile techniques and infectious control procedures; use standard dental equipment, instruments and materials appropriately; demonstrate proper oral hygiene care to patients.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>10.260</u>	<u>10.262</u>	<u>10.263</u>	<u>10.264</u>
ESTABLISHED:	5/25/07R 9/24/07UC	1/3/00R 5/30/00UC	11/18/85	1/3/00R 5/30/00UC
REVISED:			7/1/89P 8/19/88PC	
REVISED:			1/3/00R 5/30/00UC	
REVISED:		5/25/07R 9/24/07UC	5/25/07R 9/24/07UC	5/25/07R 9/24/07UC
REVISED:	2/20/08-3	2/20/08-3	2/20/08-3	2/20/08-3
REVISED:	8/21/09UC	8/21/09UC	8/21/09UC	8/21/09UC
REVISED:	<i>XXXXUC</i>	<i>XXXXUC</i>	<i>XXXXUC</i>	<i>XXXXUC</i>