

EMPLOYEE EVALUATION FORM – DENTAL ASSISTANT

EMPLOYEE NAME: _____

REVIEW PERIOD: _____ **TO** _____ **DATE OF REVIEW** _____

Evaluation Standards

- (E) Exceptional**
Performance far exceeded expectations due to exceptionally high quality of work performed in all *essential* areas of responsibility, resulting in an overall quality of work that was superior; and either 1) included the completion of a major goal or project, or 2) made an exceptional or unique contribution in support of unit, department, or University objectives. This rating is achievable by any employee though given infrequently.

- (EE) Exceeds expectations**
Performance consistently exceeded expectations in all *essential* areas of responsibility, and the quality of work overall was excellent. Annual goals were met.

- (ME) Meets expectations**
Performance consistently met expectations in all *essential* areas of responsibility, at times possibly exceeding expectations, and the quality of work overall was very good. The most critical annual goals were met.

- (I) Improvement needed**
Performance did not *consistently* meet expectations – performance failed to meet expectations in one or more *essential* areas of responsibility, and/or one or more of the most critical goals were not met. A professional development plan to improve performance must be outlined in section four, including timelines, and monitored to measure progress.

- (U) Unsatisfactory**
Performance was consistently below expectations in most *essential* areas of responsibility, and reasonable progress toward critical goals was not made. Significant improvement is needed in one or more important areas. In section four there is a plan to correct performance. Timelines must be outlined and monitored to measure progress.

*The inclusion of goals is typically a consideration in assessing the overall rating.

PERFORMANCE STANDARDS	RATING	COMMENTS
Clinical Skills and Duties		
Demonstrates a strong knowledge base of dental procedures and oral health issues.		
Understands individual needs and characteristics of various age groups and communicates effectively with them.		
Patient Preparation and Treatment		
Prepares rooms for treatment, according to procedure type and provider preference, prior to patient seating.		
Escorts patient into operatories and makes them feel comfortable		
Charts neatly, accurately and sign initials		

Notifies dentists of any waiting patients and relays information obtained from patients to dentist in a courteous and private manner.		
Protects patient's confidentiality. Follows rules and guidelines of Patient's Privacy Rights of HIPPA.		
Orders supplies and equipment as needed. Assures information for labs is complete and accurate.		
Safety and Infection Control		
Anticipates at chair side and passes instruments and supplies in a safe and timely manner.		
Helps dentist in taking and developing x-rays.		
Ensures safe work environment and promotes accident prevention.		
Notifies doctor immediately to safety issues he may not be aware of		
Utilizes quality assurance form to identify situations that have an impact on care delivery, safety or customer service.		
Proper and frequent hand washing.		
Cleans and sterilizes treatment room, instrument and supplies immediately after vacated to ensure prompt turnover.		
Patient Information and Charting		
Deep cleans and dusts operatories and lab weekly. Wipes down equipment and supplies.		
Follows and assures office OSHA Manual and Guidelines. Any concerns are immediately reported to supervisor		
Organization and Time Management		
Checks to see if all necessary documents, radiographs, forms and signatures are complete and in patient's chart.		
Checks patient information and history sheet to assure it is signed and dated and all information is correct. Assures dentist has current copy in chart BEFORE he sees patient.		
Does not allow personal issues to interfere with workload.		
Maintains a clean, orderly and professional work area.		
Seeks out appropriate uses of time during non-busy period and is able to self-direct and to identify tasks to be accomplished.		
Professional		
Able to problem solve problems with computer.		
Capable of problem solving insurance claims difficulties.		
Accepts supervision and criticism in a constructive manner and finds solutions to improve.		
Does not interrupt when dentist is working with patient. Maintains organizational and patient confidentiality.		

Demonstrates an ability to adapt to change and exercise flexibility to meet doctor's schedule.		
Displays consistent skills and job performance despite personal concerns.		
Does not make or receive personal phone calls and is not distracted by social media.		
Provides a professional appearance appropriate for position.		
Maintains appropriate personal boundaries with clients.		
Upholds honesty in all aspects.		
Consistently demonstrates strict adherence to policies and procedures.		
Work Ethic		
Consistently demonstrates strict adherence to policies and procedures.		
Consistently reports to work on date and time scheduled.		
Consistently reports to work on date and time scheduled.		
Takes responsibility for own actions and seeks to correct any mistakes.		
Service Excellence		
Prioritizes customer service and customer satisfaction.		
Consistently reports to work on scheduled date and on time.		
Self-initiates and follows through on assignments in a timely manner		
Remains calm and tactful during stressful situations, emergencies and confrontations.		
Prioritizes customer service and customer satisfaction		
Team Contribution		
Demonstrates an awareness of and commitment to the goals and mission of office.		
Assists with children of patients when necessary.		
Always aware of ways to assist dentist in assuring patient safety and health is highest priority.		
Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.		
Insurance Claims and Billing		
Tries to problem solve before asking for assistance and will ask for assistance when unsure.		
Shares apparent problems with computer or forms.		

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Assist front office with gathering information from patient as necessary.		
Communication		
Communicates effectively and courteously to all staff. Assures other staff is aware of requests or needs to assure accurate claims.		
Is aware how own actions effects work and time of others.		
If a conflict arises, employee approaches the other staff person first before bringing the grievance or suggestion to the attention of the dentist.		
Checks with front office team at every visit to assure we have correct dental information on file.		
Communicates necessary and effective information to front office and patients.		
Makes recalls in timely manner.		
Computer Skills and Accounting		
Welcomes learning new skills and assignments.		
Proficient at sending and receiving faxes and e-mail.		
Proficient at making, cancelling, and maintaining appointments if needed to help front office team		
Uses logs in computer to document calls and actions to patients as well as communicating to other team members.		
Proficient at entering patient's procedures and payments to account. Also uses resources to verify information is correct.		
Takes responsibilities for mistakes and does not blame the computer or others for errors.		
Gives supervisor realistic assessment of own computer skills and proficiency with tasks.		

Employees Strengths and Assets

Employee's job-related areas that need improvement and the action(s) to be taken by the supervisor and the employee to improve each area:

Area to Be Improved	Supervisor Actions	Employee Actions

Goals for Next Appraisal Period	Measure of Success

Goals for Period	Actions Taken to Meet Goal	Rating	Comments

I have been given the opportunity to examine the contents of this report. I certify that my job performance was appraised and discussed with me.

Date

Signature

If you disagree with your appraisal, you should discuss the appraisal further with your supervisor in an effort to reach an agreement. If you still do not agree, sign below and submit in writing a rebuttal of the appraisal to the dentist within two days of the meeting with your supervisor. This statement of rebuttal will be attached to your appraisal.

I do not agree with this appraisal.

Date

Signature