



QUALITY WORK INSTRUCTIONAL MANUAL	 HALCYON MARINE <small>HEALTHCARE SYSTEMS</small>	DOCUMENT NO. QWI 9.0	EFFECTIVITY DATE: March 22, 2019 REVISION NO.: 9
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: DENTAL WORK INSTRUCTIONAL MANUAL			

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I. **Dental Unit Duties for Dental Encoder and Dentist**

A. **DUTIES OF DENTIST**

- Prepare patient for oral examination (ask patient to remove dentures prior to oral examination whether removable or complete dentures)
- Perform oral examination

Dictates the findings to encoder for encoding (nc-no caries, ca-caries, mi-missing, xt-tooth extraction, un-unerupted, im-impacted, am-amalgam, co-composite, gic-Glassionomer cement, tf-temporary filling, rct- root canal treated, jc-jacket crown, fb-fixed bridge, ar-alloy/resin combination, oc- onlay crown)

- Recommend necessary treatment if there is an abnormal finding upon oral checking (Issuing of dental referral slip, refers patient back to their dentist of choice for recommendation of restorative fillings, oral prophylaxis, tooth extraction or other necessary treatments.)
- Provide panoramic radiograph interpretation
- Quality Control of encoded dental results, daily census, panoramic radiograph reading (accomplishment reports, monthly reports and annual report).


B. **DUTIES OF DENTAL ENCODER**

- Boot computer; Launch iNet, Skype, Google chrome, Daily consumption. Open Microsoft excel format Accomplishment Report and Attendance.
- Prepares the Dental Unit by checking all necessary materials (Sterilize dental instruments, changing of polybib on the dental tray) prior to dental examination.
- Received patient by queuing system.

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- Checking and verifying the system queue in the iNet system for validation of patient prior to perform dental examination.
- Receives and encodes dental results by inputting data in the patient's dental chart in the iNet for updates.
- Achieves all patient's dental result.
- Updates the daily consumption supplies, daily census, and panoramic radiograph for monitoring of various reports.
- Prepares Unit's supplies requisition for proper monitoring.
- Performs other tasks that may be assigned from time to time

II. **DENTAL DAILY ROUTINE**


- Prepares necessary materials for dental examination (computer, instruments)
- Receives, coordinates patients queue for dental examination.
- Opens each patient's dental window in the database.
- Encodes data provided by the dentist on duty in the dental chart.
- Assist in the accomplishment of dental census at the end of the day.
- Assist in the sterilization of clean instruments.

III. **DENTAL SCREENING PROCEDURE**

- Receive the ticket from the queue.
- Seat patient on the dental chair.
- Sign in patient's ticket using dental stamp then write testers initial and time in the patient entered the dental unit.
- Log in patient's information Open patients window in the system.

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- Perform dental examination per quadrant
- Encode the result of examination on the space provided for under "Examination of the Oral Cavity."
- Select patients test status for Final Assessment, "NORMAL" for Test status and NO Treatment necessary for Remarks if there is no existing dental problem.
- Select the necessary treatment for the Final Assessment, "ABNORMAL" for Test Status and encode the deficiencies noted in the patient's oral cavity and dental risk grading for Remarks.
- Write patients PEME no., patient's name and test status on the log book.
- Fill up a Dental Referral Slip for the patients requiring dental treatment. Instruct the patient to return for re-evaluation with the Dental Certificate from his/her own dentist.
- Endorse patient to the next unit.

IV. WORK INSTRUCTION FOR STERILIZATION OF DENTAL INSTRUMENTS (STURDY AUTOCLAVE STERILIZER)

- Wash used dental instruments with soap and water.
- Open the chamber door and fill with distilled water fully covers the heater. Then turn to close the exhaust valve.
- Put the unsterile instruments on a tray or in sterilization box.
- Then put the box into the chamber.
- Connect the unit into a 220V electrical outlet.
- Close the door, turning the handle to tight. Then turn power on.
- Press the "SELECT" to choose the sterilization time, Autoclave required temperature should be 120 - 130 °C and press the "START" button to work.

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- After the chamber pressure reaches up to the pressure you set up, the sterilization lamp lights on. Meanwhile the sterilization timer starts working. When the sterilization lamp light off, that means the sterilization cycle is completed.
- Turn the exhaust valve to open, in order to release the chamber pressure, until the pressure return to "0".
- Open the chamber door, take out the tray or sterilization box. Record the starting and end time of sterilization on sterilization logbook.

Important Reminders:


- Never open the sterilizing chamber while the unit is operating to avoid accidents.
- Open the sterilization chamber only upon completion of each sterilization cycle. Allow 10 to 15 minutes to dry inside before opening the chamber door. Allow the instruments to dry inside the chamber.
- Always keep the chamber clean to optimize the life of the unit.
- Do not attempt to repair, modify or remove any parts on the unit, contact the manufacturer or local distributor immediately for repairs or replacement of any parts.
- The dentist will check the calibration result of the autoclave. And if there is an issue on the calibration result, the Dentist must report it immediately to the General Manager for Operations.

V. WORK INSTRUCTION FOR EVALUATION OF NEW PATIENTS

- Launch dental Module (Dentist/Encoder)
- Launch internet browser (Mozilla Firefox/Google Chrome) and log in using your assigned username and password at Internet Access Portal.
- Log in your counter and password in the queue.

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- Click Halcyon Marine Health care System Portal on the navigation toolbar, Log in using your designed username and password. Click "Dental" under diagnostics tab to view dental queue.
- Receive patient for Oral Examination (Dentist/ Encoder)
- Receive the patient's ticket from the queuing, instruct patient to remove dentures, then seat him/her on the patient's chair.
- Ask the patient to present any valid identification card with name and picture ready for validation, prior to dental screening.
- Type in patient's name on search tab. Click start test under action column.
 - **DENTIST** - performs dental examination per quadrant and relay status of each tooth by code clearly to the encoder. Fill up Dental Referral Slip for the patients requiring dental treatment
 - **LEGEND:** NC- Tooth present, No Caries, MI-Missing, XT- for Extraction, GIC- GI cement, UN- unerupted, IM- Impacted tooth, AM-Amalgam, CO- Composite, TF- temporary filling, RCT- Root Canal therapy, JC-Jacket crown, FB-Fixed Bridge, AR- Alloy Resin combination, ON-Onlay restoration.
 - **ENCODER** - Choose or type in the answers given by the patient. Encode specific legend in the dental chart examination on the space provided.
 - Select "No Treatment Needed" for final assessment. "NORMAL" for test status if there is no treatment for the Final Assessment. "ABNORMAL" for test status and encode the deficiencies noted in the patient's oral cavity for remarks.
 - No Final Assessment and Test Status for patients required with dental radiograph (Panoramic radiograph).

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- Type in Dental Risk Grading under Remarks "LOW" for low risk status, patients with no dental restorations and completely edentulous patients. "MEDIUM" for medium risk status, patients with periodontitis, gingivitis and removable denture wearer patients. "HIGH" for high risk status. Patients with severe malposition of tooth/crowding, large restorations, tooth mobility, fixed denture wearer patients and patient with orthodontic braces.
- Click SAVE
- Endorse patient to other unit

VI. **WORK INSTRUCTION FOR PATIENTS WITH PANORAMIC RADIOGRAPH**


1. Receive patient with hand carry of their dental panoramic radiograph (thru CD or Film)
2. Load CD on computer, archive image thru print screen on paint and save as JPEG.
3. Save soft copy of the image on file folder of Dental panoramic for MIS back-up files.
4. Interpret panoramic radiograph and encode result on patients' database.
5. Endorse patient to another unit.

VII. **WORK INSTRUCTION FOR RE-EVALUATION OF FOLLOW-UP PATIENTS**

1. Receive Follow-up form the patient and verify identity through valid ID.
2. Instruct patient to remove dentures and have him seated on the dental chair.
3. Type in patient's name on search tab. Click start test under action column.
4. Dentist to examine patient's oral cavity

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- Encoder to select "TREATED" for Final Assessment, "NORMAL" for Test Status and encode procedure done (e.g. Restoration of 11 with CO done) as dictated by the Dentist.
 - Click DONE and confirm the action.
5. Endorse the patient to the next unit/Follow up reception area.

VIII. INTRUCTION FOR ANNUAL CALIBRATION AND PREVENTIVE MAINTENANCE OF DENTAL CHAIR AND STURDY AUTOCLAVE.

- One month prior to the expiration of previous calibration and preventive maintenance, inform and seek approval from immediate supervisor/ purchasing personnel regarding the annual calibration and preventive maintenance of equipment.
- Once approved, schedule the time and day with for the actual calibration and preventive maintenance of the dental equipment with Purchasing. The date of calibration must be aligned with the Calibration Schedule.
- Secure a photocopy and file of Service Reports and Calibration certificates from purchasing staff.

IX. WORK INSTRUCTION FOR SYSTEM DOWN TIME AND EQUIPMENT BREAKDOWN

For Sterilization


RESOURCES NEEDED: CHEMICAL STERILIZER, INSTRUMENT DISPENSER, CLEAN INSTRUMENTS

1. Prepare one (1) cup of chemical sterilizer solution and combine with 1L of distilled water.
2. Submerge and soak dental instruments for at least 30 minutes.
3. Remove the submerged instruments from the solution and air dry instruments ready for use.

For Dental Screening

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RESOURCES NEEDED: DENTAL MANUAL CHART, PENS

1. Resume with normal patient evaluation by the use of dental manual chart form.
2. Fill-Up Dental Manual Chart: patient's PEME no. (If available), name and company, write all findings on the chart and on the logbook.
3. Encode all data available once system resumes
4. Coordinate with Front Desk Receiving personnel/ Customer Service Officer for the complete list of patients for the day for census report.

X. WORK INSTRUCTION FOR PEAK SEASON

Patient facilitation:

MORNING

1. Coordinate with Front Desk Receiving/ Customer Service Representative Personnel for decking of patients for receiving.
2. Perform oral examination of decked patients for receiving, follow steps 1-4 of Work Instruction for System Down (Dental Screening)
3. Encode all results once patient's medical package is initialized.
4. Direct patients on queue or in waiting area for Dental screening.

MID DAY TO AFTERNOON

Coordinate with Part time Dentist to accommodate other patients for dental examination.


XI. WORK INSTRUCTION FOR POWER OUTAGE

Patient facilitation:

RESOURCES NEEDED: DENTAL MANUAL CHART, PENS, LIGHT SOURCE (FLASHLIGHT/PENLIGHT)

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- Follow steps 1-4 of Work Instruction for System down, use available light source for examination.
- Encode all data available once power is restored.

For Sterilization

RESOURCES NEEDED: CHEMICAL STERILIZER, INSTRUMENT DISPENSER, CLEAN INSTRUMENTS

- Prepare one (1) cup of chemical sterilizer solution and combine with 1L of distilled water.
- Submerge and soak dental instruments for at least 30 minutes.
- Remove submerged instruments from the solution and air dry instruments ready for using.
- Scheduled Autoclave sterilization may be deferred the next day or immediately after power is restored.

XII. WORK INSTRUCTION FOR NO WATER SUPPLY

For Washing of Instruments and Sterilization:

In the event, mineral water is not available from the pantry, water will be collected from the water dispenser situated at the General Manager for Operations' unit.

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