



## **Expectations of Dental Express Staffing Employees**

While under the employment agreement of Dental Express, it is our expectation that you **represent Dental Express Staffing, LLC in a professional and ethical manner**. We expect that your behavior at the placement site will represent the same behavior presented in any professional setting. These expectations and standards provide direction and guidelines for all Dental Express staff. As dental professionals, every employee has an obligation to always act appropriately. Dental Express's success and reputation depends on it.

### **PERFORMANCE IMPROVEMENT PLAN**

For those employees that do not follow the expectations listed below, we will implement a plan to reduce hourly pay and then discuss how we can improve in deficiencies. We will require doctors' excuses and proof for reason of cancellation or failure. We will record progress and improvement following each discussion and increase pay based on improved performance.

### **PERFORMANCE**

- You are responsible for performing your duties consistent with the position of dental assistant, dental hygienist, or administration safely and competently.
- **Arrive on time, fully prepared to begin work and remain at the site through the entire workday. We require our staff to arrive 30 minutes prior to the first patient unless told otherwise. If you are running late, CALL Dental Express immediately and advise us of the situation. Please CALL 855-345-6684. (This number does NOT receive texts.)**
- **We do not accept any kind of schedule changes via text, email or messenger, etc. This includes, but is not limited to calling in sick, running late, changing a confirmed date, etc). YOU MUST CALL.**
- If you have any questions or concerns, please direct them to the supervisor/manager/dentist at the job site or to Dental Express staff.
- Be productive and use all available time to accomplish expected duties; save personal business for non-work hours.
- ***If you are chronically tardy or fail to show up to an assignment, there will be a decrease of your hourly rate moving forward.*** This rate will never go below minimum wage.
- ***You are required to provide doctors' excuses or proof of reason for cancellations or failures.*** Please email these to [staff@dentalexpressstaffing.com](mailto:staff@dentalexpressstaffing.com).

### **OSHA and HIPAA GUIDELINES**

You are expected to **comply with all OSHA and HIPAA requirements** as well as licensure (as needed) for your specific position. It is important to maintain the correct OSHA standards in each and every dental setting no matter the standards at that location. If you have a question, please direct it to the appropriate supervisor in the office. If you have concerns, please present that to Dental Express staff as needed.

**New PPEs, Policies and Precautions are being taken by each office in response to keeping staff and patients safe during COVID-19. Specific details will be listed in your timecard emails of the precautions being taken.**

- Scrubs need to be changed into after arriving at the assignment. Wear street clothes into the office and change upon arrival. Scrubs need to be removed prior to leaving the dental office and placed into bag for laundering at home, unless the office provides scrubs/lab coats and launders on site.
- Masks need to be changed for every patient. (Specific masks offered will be listed in timecard email.)
- Gloves need to be worn only in the operatory.

- Remove dirty items to sterilization area, put on a new pair of gloves to clean the op.
- Have the knowledge of what is clean and what is dirty prior to proceeding with what you “think” is that office’s policy.

It is important to ensure and protect the confidentiality of patients when in the dental office. HIPAA violations are not tolerated and can have serious consequences. Confidential information shall not be repeated, discussed, or removed from the work area.

If we have reports of repeated negative reviews regarding OSHA or HIPAA that have been addressed, we will require an OSHA or HIPAA training course at your cost. *If we do not receive positive reports following the appropriate training, we will decrease your hourly rate moving forward.* This rate will never go below minimum wage.

### **CELL PHONE and SOCIAL MEDIA USAGE**

**Cell phone usage is prohibited during working hours.** In the event of an emergency, let your supervisor at the dental office know you have an emergent phone call. All non-work-related calls, facebooking, twittering, etc must be conducted during lunch or after work. **KEEP YOUR PHONE IN THE BREAK AREA!**

**Negative comments on social media regarding Dental Offices, Dentists, Dental Staff or Dental Express Staffing are PROHIBITED.**

### **BEHAVIOR**

- **ABSOLUTELY NO SMOKING at the job site or on lunch breaks! Smelling of smoke is not tolerated!!**
- Behave at all times professionally and honestly. Such behavior is morally and legally right.
- **Inappropriate language is prohibited.** Please be respectful of the patients and staff in the workplace. Profanity or suggestive language is not tolerated or accepted when representing Dental Express.
- **Avoid discussion on politics, religion, or anything of personal nature so as not to offend anyone**
- Be productive and use all available time to accomplish expected event tasks; save personal business for non-work hours.

### **LUNCH/BREAKS**

Lunch hours are not paid. There are times where you are asked to take a longer lunch as well as times that you may be required to work through lunch. You can expect payment for any time working during your scheduled lunch break. If there is an issue with either situation, please address it with Dental Express Staff. You are to arrive at the job location prepared to be flexible. **At no time should a dental office be waiting for you to return from lunch or a break to resume seeing patients.**

### **TEAMWORK**

Communicate and collaborate with co-workers when offering your help. Often times staff members are willing to assist you with any questions you may have. Remember, you are there to help their day run smooth and efficient. The goal is to help keep their patients happy and comfortable as well as help the staff have a less stressful workday.

### **DRESS ATTIRE**

*Dental Assistants and Hygienists:*

Scrubs may or may not be provided at the dental office that you are filling in. Always be prepared and take a pair of scrubs just in case they do not provide uniforms or lab coats, or they have none in your size. Prior to your job assignment, you will be instructed on this protocol in the informational email. If instructed that the office DOES NOT provide scrubs, please TAKE your own scrubs and change at the dental office. You will also need to change out of your scrubs prior to leaving the office. This is an OSHA requirement and needs to be followed regardless of the offices protocol. You are to maintain a standard of personal hygiene and grooming that appears and smells neat and professional. Clothing should be clean, pressed, in good repair, and properly fitting. Clothing which is faded, stained, discolored, torn, patched, ripped, frayed, or otherwise distressed is not acceptable. Skirts, dresses, jeans, shorts, sleeveless shirts, hats, leggings, open toed shoes, hiking boots, flip-flops or crocs are not allowed. Visible tattoos must not be extremist, indecent, sexist, or racist.

*Administration:*

Business casual is the appropriate dress attire when working at the front desk. Prior to your job assignment, you will be instructed on the appropriate color and attire. You are to maintain a standard of personal hygiene and grooming appears neat and professional. Clothing should be clean, pressed, in good repair, and properly fitting. Clothing which is faded, stained, discolored, torn, patched, ripped, frayed, or otherwise distressed is not acceptable. Skirts, dresses, jeans, shorts, sleeveless shirts, hats, leggings, open toed shoes, tennis shoes, hiking boots, flip-flops or crocs are not allowed. Visible tattoos must not be extremist, indecent, sexist or racist.

**DEPARTURE**

Prior to departing from the dental office, it is important to obtain permission from the supervisor and have your timesheet signed electronically.

**TIMESHEETS**

**Review electronic timecard prior to your first day on the job. Follow the instructions if needed. If you do not get a message that it sent successfully be sure all is filled out correctly.**

**2 WEEK NOTICE/RESIGNATION**

We **REQUIRE** a written 2 week or more notice if you can no longer work for Dental Express Staffing. Include in your email the last day you are available to work and a brief reason as to why you are giving your notice. We do require a 2-week notice in order to find a replacement for you if you are booked with assignments. Your 2-week written notice should be emailed to: *staff@dentalexpressstaffing.com*

Please read and sign on the line below, stating that you understand the expectations of Dental Express Staffing, LLC. ***By signing, you understand that consequences can be expected if any expectation is not followed.***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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