



## **Policies for Dental Assist LLC**

(Completed Registration on the website indicates adherence.)

- It is your responsibility to give Dental Assist LLC three professional references and have a telephone interview with me within 7 days of registering on the website. If this is not completed, it will either delay assignments given to you or Dental Assist LLC may delete you from the website registration. Please let me know of any login issues you may have.
- All assignments are on a first come, first serve basis. If you do not show any availability on your calendar, you will **NOT** receive assignments. It is your responsibility to keep your availability updated at all times.
- Keeping your **availability current** on Dental Assist's website calendar is **extremely important**. If you place your availability on Dental Assist's website calendar, but need to cancel this availability due to a personal conflict (sick child, death in the family, etc.), please remove your availability from Dental Assist's website calendar immediately, and contact me via email, text, or phone call and explain the situation so this will not negatively impact our working relationship.
- If you place your availability on the calendar at [www.dental-assist.com](http://www.dental-assist.com), then Dental Assist LLC must be able to contact you. Please make sure your phone is available to accept text messages and receive voice mail messages. If Dental Assist is unable to contact you or you don't respond within 24 hours, then you will breach your agreement with Dental Assist LLC which will result in the termination of our working relationship.
- If you accept an assignment and cancel due to an **extreme** emergency, you are responsible to **contact the Office directly and immediately** and you are, also, responsible for contacting me immediately. You understand that a last minute cancellation negatively impacts the reputation of Dental Assist LLC. If this occurs more than once, the relationship between us will be terminated. If you accept an assignment and cancel and it is not an extreme emergency, our relationship will be immediately terminated.
- Failure to report to an assignment or an interview at all or on time will result in the immediate termination of your association with Dental Assist LLC. You should **always** arrive **AT LEAST** 30 prior to start of patients unless otherwise specified when you call the office to confirm.
- All scheduling for temporaries shall be done directly through Dental Assist LLC. If an Office would like you to work additional days that have not been scheduled through Dental Assist LLC, please ask the office to contact me directly and please notify me immediately.

- The normal scheduling for temporaries is, at least, 8 hours, but not always; however, the schedule may fall apart. Temporaries are guaranteed a minimum of half of the hours scheduled if this occurs unless an extreme circumstance arises. *{Please note that if a temporary is sent home for failure to perform expected job duties or professionalism issues, he or she will only be paid for his or her hours worked, and the minimum paid hours will not apply. If this occurs, this will result in the immediate termination of your association with Dental Assist LLC.}*
- Please remember to obtain the expected arrival time and any other pertinent information, once you have been approved to work in an office, when you call to confirm this assignment.
- If you are scheduled to work for more than one day, it is your duty to fulfill this obligation. Failure to do so breaches your commitment to Dental Assist LLC and the Office, and your relationship with Dental Assist LLC will be terminated. If you choose to 'walk out' during an assignment, your relationship with Dental Assist LLC will be terminated immediately.
- You are an employee of Dental Assist LLC. Please represent yourself well. You are a reflection on me, personally, and Dental Assist LLC as a business.
- Part of your duties as a dental hygienist or an assistant is to maintain sterilized instruments and sanitized operatories. If you find yourself with free time between patients, please ask if there are other tasks that you can help accomplish, such as confirming patients, filing, and helping others clean their operatories and instruments (teamwork), etc.
- If you are temping in an office, and it is not a good fit for you, Dental Assist LLC asks that, at a minimum, you work until the end of the day. Then, you will need to call me, and let me know of the problem or situation. I will make a note not to send you back to that office. Please do not express your concerns or opinions with the staff or patients.
- Turn off your cell phone. Do not make or receive personal phone calls unless on a scheduled break. Do not go to the bathroom, needlessly, just to text and use your cell phone (this activity is noticed). Do not gossip.
- Remember that you are a temporary employee. Do not speak disparagingly or negatively to patients, other staff members, or the dentist.
- **You will be paid by Dental Assist LLC. Direct deposit is mandatory. It is your responsibility to ensure the information in the payroll system is accurate. This includes your hours worked. Failure to do this will result in no payment deposited into your account.** Direct deposit is bi-weekly every/other Friday.
- If you are seeking full time employment, Dental Assist LLC will let you know if it is working with of an office that may match with your skill set. With your permission, Dental Assist LLC will send your resume to the office. The office may contact you to set up a formal interview. A working interview may or may not be paid. If paid, this will mean that your hours will need to be inputted into the payroll system that Dental Assist is utilizing. Please keep me updated with results of interviews.
- Offices will often hire a temporary employee that Dental Assist LLC has referred to their office. Any office supplied with a Temporary from Dental Assist LLC, whether it be for a temporary or a permanent position, continues to be a an employee of Dental Assist LLC

for **twelve months** from the last day worked in that office through Dental Assist LLC. It is your obligation to notify me if an office has offered you a position or attempted to hire you without going through Dental Assist LLC.

- Dental Assist LLC services are provided to you at no charge, and your loyalty is appreciated. Please let me know, immediately, if you have been assigned to an office by Dental Assist LLC and that office requests you back or refers you to another office for temporary or permanent employment, or if an office wants to hire you permanently.
- If Dental Assist LLC is attempting to help you find a permanent position in an office, it is your obligation to update Dental Assist LLC if you have obtained employment on your own. Failure to keep in contact with Dental Assist LLC, at least weekly, may result in the immediate termination of our working relationship.
- If an office has entered into an agreement with Dental Assist LLC and is seeking a full-time permanent employee and you accept that position, understand that this office has paid me to supply them with an outstanding employee. If you are terminated or quit within 30 days, the office is afforded, at a minimum, a partial refund, and, at times, a complete refund. Please understand the implications and the results of your actions.
- Dental Assist LLC is currently giving referral bonuses for expanded functions dental assistants (currently \$75) and hygienists (currently \$150). This referral bonus is given if a new Temporary, referred by you, works at least 7 days in a month. This will be reflected in your direct deposit. If one is not currently on an assignment, then Dental Assist LLC will write a check and mail it for profession referrals. I only work with professionals, so please keep this in mind when referring others to register on my website. I check references and conduct an initial background check for all Temporaries.

I look forward to working with you. If, at any time, you have questions regarding the policies of Dental Assist LLC, please do not hesitate to give me a call.

*Michelle Colbert*

Michelle Colbert, MSM, CDA

Owner of Dental Assist LLC

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