


Best Practices in Reaching Out to the Underserved Populations
Indiana University School of Dentistry
Dental Assisting Programs

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Objectives

1. Describe examples of best practices in service learning and community service in allied dental education.
2. Develop ideas for incorporating best practices into an allied dental curriculum.
3. Assess the effectiveness of community service on students and the community clinic.

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IUSD Dental Assisting Programs

Campus Dental Assisting Program

- Professor Pamela Ford is director
- 2 full-time faculty
- 2 part-time faculty (me & 1 other for 1 preclinic lab session)
- Maximum of 30 students accepted per academic year (August-May)

Distance-learning Dental Assisting Program

- Professor Patricia Capps is director
- 1 full-time faculty (me)
- 1 laboratory assistant
- Maximum of 12 students accepted per academic year (August-May)

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Community Clinics Utilized

- Cottage Corner Clinic
- Grassy Creek Clinic
- Raphael Clinic
- Trinity Free Clinic

We are always searching for more clinics to use. Our selection criteria are:

1. clinic hours & days
2. willing to have students perform procedures on patients
3. supervise the students if IU dental assisting faculty are not present
4. distance from the school
5. underserved patient population.

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Cottage Corner Clinic

- Cottage Corner Dental Clinic provides comprehensive general dental treatment. New patient appointments are made approximately every other month and most insurance is accepted, including Medicaid. Treatment is provided by IU School of Dentistry faculty as well as Predoctoral dental students and Dental Assisting students.
- **Address:** [1434 Shelby Street Indianapolis, IN 46203](#)
Hours: Monday - Friday 8:00am to 5:00pm



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Grassy Creek Clinic

- Grassy Creek Dental Clinic provides comprehensive general dental treatment. Most insurance, including Medicaid, is accepted and new patient appointments are made approximately every other month. Treatment is provided by IU School of Dentistry faculty as well as Predoctoral dental students and Dental Assisting students.
- **Address:** [9443 East 38th Street Indianapolis, IN 46236](#)
Hours: Monday - Friday 8:00am to 5:00pm



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Trinity Free Clinic

Trinity Free Clinic is a faith-based, non-profit, 501(c)3 organization dedicated to serving the health care needs of the uninsured and underinsured low income residents of [Hamilton County](#). Since 2000, Trinity clinic has served over 23,000 patients. In 2012, there were more than 4,066 patient visits. The patients seen at Trinity are cared for by volunteer professionals and [Dental Assisting students](#) who are very dedicated and generous with their time. There are more than 500 people who volunteer at the clinic.



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Trinity Free Clinic

Location
1045 W. 146 St
Carmel, IN



The clinic is located in the Mathew 25 Center on the campus of Our Lady of Mount Carmel Church.

Eligibility
Trinity Free Clinic serves residents from Hamilton County who cannot afford health or dental care because of lack of both insurance and personal financial resources.
Patients must prove they live in Hamilton County.

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Raphael Clinic



- At your first appointment the Dentist will examine your teeth and mouth, possibly take x-rays, and explain any treatment needed to save your teeth. Repairs are important as reducing tooth decay is the first step to keeping healthy, permanent teeth.
- Seeing the Dental Hygienist for a professional cleaning will remove bacteria that can lead to decay. And your teeth feel wonderful after they've been cleaned and polished.
- Our experienced dental team takes great pride in providing quality care for your teeth and gums. We know that good oral hygiene is key to complete overall health and we work with children and adults to teach skills in proper brushing, flossing and good oral health.
- In addition to accepting Medicaid and many private insurance plans, patients enrolled in the Raphael sliding scale program have access to dental care at a reduced rate.

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Raphael Clinic

We no longer use Raphael Clinic.

We used the clinic for about two years and found the dental director would not allow our students to place restorations or taking radiographs.

The dental director only wanted the students to observe, so it was not an effective learning experience for our students.

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Clinical Rotations

Our clinical rotations are Mondays, Wednesdays, Fridays
Session times are: 8:00-12:00, 1:00-5:00

Rotations to these clinics are during the spring semester after our students have developed their clinical skills and successfully completed skills competencies.

Trinity Free Clinic

- 2 sessions (half day per session)

Grassy Creek Clinic

- 5 sessions (half day per session)

Cottage Corner Clinic

- 5 sessions (half day per session)

Summer Expanded Rotation

- Varies per student taking the course



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Interprofessional Education & Collaboration at CC & GC Clinics

- At Cottage Corner and Grassy Creek our dental assisting students assist the Predoctoral dental students during the tooth preparation phase then the dental assisting student places the restoration. This allows the Predoctoral dental student to go on to the next patient. After the restoration is placed the supervising faculty dentist checks and grades the restoration.
- Since the dental assisting student is assisting while the tooth preparation is done, the student can see how the "box" has been prepared, whether a cavity liner or base is needed and listen to the Predoctoral dental student explain what and/or why they are doing it a certain way.



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Interprofessional Education & Collaboration at Trinity Free Clinic



- At Trinity Free Clinic there are no Predoctoral dental students but volunteer practicing community dentists. The dentist does the tooth preparation then the dental assisting student places the restoration. Either I or the dentist grades the student's restoration.
- The process is the same as at Cottage Corner and Grassy Creek for assisting the dentist with the preparation.
- Dental Hygiene students come to Trinity Free Clinic, so the dental assisting students assist with suctioning during use of ultrasonic scalers, do coronal polishing and apply fluoride varnish after the dental hygiene student has scaled.
- Pharmacy students from Butler University work the on-site pharmacy some days when our dental assisting students are there. The dentist writes the prescription and the pharmacy student fills the prescription. Then the pharmacy student delivers and explains the prescription to the patient. Our dental assisting students are present during this entire transaction, so the DA student can ask questions of the Butler University pharmacy student.

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Restorations Placed

Class of 2014*

Trinity Free Clinic

30 amalgams
3 glass ionomers
4 resins

Cottage Corner

22 amalgams
1 resin

Grassy Creek

12 amalgams
16 resins

* Summer data not available yet



Class of 2013

Trinity Free Clinic

16 amalgams
8 amalgams during summer
5 resins

Cottage Corner

10 amalgams
2 resins

Grassy Creek

12 amalgams
3 resins

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Radiographs

Class of 2014

Trinity Free Clinic

20 of all varieties
(PANO, BWX, PA)

Cottage Corner

15 of all varieties
(PANO, FMS, BWX, PA)

Grassy Creek

24 of all varieties
(PANO, FMS, BWX, PA)



Class of 2013

Trinity Free Clinic

25 of all varieties
(PANO, BWX, PA)

Cottage Corner

16 of all varieties
(PANO, FMS, BWX, PA)

Grassy Creek

10 of all varieties
(PANO, FMS, BWX, PA)

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Outcomes to Access to Care



- All of these community clinics serve the underserved population.
- Cottage Corner & Grassy Creek Clinics accepts all types of insurance including Medicaid, payment plans and Eskenazi Advantage (discounted health & dental plan for low income patients).
- Trinity Free Clinic **does not charge** for dental care. This clinic is funded by grants and donations. They document the cost of all procedures performed on a patient and who performed those procedures to have supporting data to qualify for grants.
- Also all volunteers and students sign in so the number of hours and procedures completed can be quantified for grant purposes.
- Depending on the procedures scheduled during that clinic period, the clinic is providing several hundreds of dollars of free dental care to patients that would not be receiving any dental care.

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Outcomes Curriculum

- The dental assisting students are novices in the placing of restorations and taking radiographs.
- The more practice they receive the better they become at that procedure.
- The restorations placed at these community clinics are usually very large and difficult.
- As one dentist said to me at Trinity:
 “If the student can place a restoration here and do a good job, they can place wonderful restorations right out of school in private practice.”



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Community Service & Volunteering



- Our dental assisting students enjoy the Trinity Free Clinic rotation, because the volunteer doctors and staff enjoy teaching and sharing their knowledge and years of experience.
- Three of our dental assisting faculty volunteer at Trinity Free Clinic either as chairside assistants, expanded functions assistants or hygienists.
- After the dental assisting students graduate, many volunteer at Trinity Free Clinic .
- Trinity Free Clinic does not track which school volunteers graduate from so it is hard to give exact numbers.
- In the Class of 2014 there have been six that have signed up to volunteer upon graduation.
- There is one from the Class of 2010 that volunteers on a weekly basis.

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