4R

R1 **Role**

R2 **Responsibilities**

R3 **Results**

R4 **Requirements**

Registered Orthodontic Assistant

Keep orthodontic care safe, organized, and patient focused.

Team
Clinical

Reports to
Clinical Coordinator

Inside
4R, interview guide, 90-day plan, job post

R1 The role

As the Registered Orthodontic Assistant at [Practice Name], you help patients feel comfortable and prepared from their first records appointment through retention. You are part of the Clinical team, report to the Clinical Coordinator, and work closely with the orthodontist, treatment coordinator, and scheduling team. You prepare for visits, assist with treatment, document care, and explain the orthodontist's instructions so patients know what comes next. You perform clinical tasks only within your training and permitted scope, under the required supervision and the orthodontist's direction.

R2 Responsibilities

Patient Experience

- Welcome patients and caregivers, confirm the planned orthodontic visit, and bring concerns or changes in health history to the orthodontist before treatment.
- Explain what to expect during records, bonds, adjustments, debonds, and retainer visits without making treatment promises.
- Teach brushing, flossing, appliance care, elastic wear, and aligner or retainer wear according to the orthodontist's instructions.
- Check patient understanding with teach-back and alert the orthodontist to discomfort, damaged appliances, or trouble following instructions.

Chairside Care

- Prepare procedure-specific instruments, materials, and appliances for bonds, adjustments, debonds, and aligner or retainer visits.
- Capture assigned photographs, scans, impressions, and radiographs for consults and treatment records only when trained and authorized.
- Assist the orthodontist during treatment and perform delegated procedures only within your permitted scope and required supervision.
- Support aligner and retainer delivery by preparing appliances, reinforcing prescribed instructions, and referring fit concerns to the orthodontist.

Safety and Records

- Follow practice infection prevention protocols for hand hygiene, protective equipment, instrument processing, sterilization monitoring, and chair turnover.
- Verify patient identity, review relevant chart alerts, and confirm that required consent is documented before the planned procedure.
- Document procedures, appliances, patient concerns, instructions, and the orthodontist's next-visit plan accurately in the patient chart.
- Complete assigned opening, closing, equipment, and supply checks, and report shortages or safety concerns to the Clinical Coordinator.

Clinical Flow

- Review the daily schedule with the Clinical Coordinator to identify records needs, longer procedures, appliance deliveries, and possible bottlenecks.
- Communicate chair readiness, treatment delays, and urgent patient concerns promptly to the orthodontist and scheduling team.
- Coordinate clinical readiness for same-day starts with the treatment coordinator after the orthodontist approves treatment and required records and consent are complete.
- Hand off the prescribed next visit, appointment length, and outstanding clinical needs to scheduling, including items that require pending-list follow-up.

R3 Results at 90 days

Patients Understand Their Care	Patients and caregivers leave knowing the prescribed home-care steps, appliance instructions, and next appointment needs. Measure: The Clinical Coordinator reviews [number] observed patient handoffs per month, with complete instructions and successful teach-back in [goal] %.
Visits Are Clinically Ready	Assigned chairs have the correct records, instruments, materials, and appliances ready before treatment begins. Measure: The Clinical Coordinator audits [number] assigned visits per week against a readiness checklist, targeting [goal] % ready before the scheduled start.
Safe Clinical Work Habits	Clinical work consistently follows required safety checks, infection prevention protocols, and delegated-task boundaries. Measure: The Clinical Coordinator reviews [number] direct observations and assigned sterilization records per month against the practice checklist, with a completion target of [goal] % and follow-up on every identified gap.
Complete Same-Day Clinical Records	Assigned visit notes accurately capture care provided, patient instructions, and the orthodontist's next-visit plan before the end of the day. Measure: The orthodontist or Clinical Coordinator audits [number] charts per week, targeting [goal] % complete and accurate by day-end.
Clear Next-Visit Handoffs	Scheduling receives the prescribed visit type, appointment length, and unresolved clinical needs before the patient leaves. Measure: The Clinical Coordinator and scheduling lead review [number] handoffs per week, targeting [goal] % complete with any pending-list items assigned an owner.

R4 Requirements

Essential skills

- **Orthodontic chairside support.** Prepare for records, bonds, adjustments, debonds, and retention visits while following the orthodontist's direction and your permitted scope.
- **Patient communication.** Explain prescribed care in plain language, reassure anxious patients, and confirm understanding without offering independent treatment advice.
- **Safety and infection prevention.** Follow instrument processing, sterilization monitoring, protective equipment, and patient verification protocols consistently.
- **Clinical organization and documentation.** Maintain accurate digital charts, track appliance readiness, and give clear next-visit handoffs.

Qualifications

- Any license, certification or registration your state requires for this role
- Dental assisting education or supervised clinical experience that prepares you for the assigned orthodontic duties.
- Experience supporting orthodontic visits, or relevant dental assisting experience with a willingness to complete practice-specific training.
- Experience using digital patient records and a willingness to learn the practice's imaging, scanning, and orthodontic software.

Attributes

- Calm and patient with children, teens, adults, and caregivers who may feel nervous about treatment.
- Careful and accountable, with a willingness to stop, ask questions, and report mistakes promptly.
- Dependable and collaborative, with openness to coaching and changing clinical priorities.

Interview guide

Six questions tied to the 4R. Ask for a real example every time, then check the answer against R3.

01 Patient Reassurance

Tell us about a time a patient was anxious before a dental or orthodontic procedure, what you did to help, and how the visit went.

Listen for: A strong answer shows empathy, clear explanations, respect for the patient's concerns, and appropriate involvement of the doctor.

02 Chairside Readiness

Describe a time you prepared for a bond, adjustment, debond, or similar dental procedure and discovered something was missing or incorrect, including how you handled it.

Listen for: A strong answer shows advance preparation, verification of the treatment plan, and prompt communication rather than unsafe improvisation.

03 Safety and Scope

Tell us about a time you paused clinical work because of a safety concern or uncertainty about whether you were authorized to perform a task, and what happened next.

Listen for: A strong answer shows sound judgment, willingness to speak up, and escalation to the appropriate clinical lead or doctor before proceeding.

04 Home Care Coaching

Describe a time a patient struggled with hygiene, elastics, aligners, or another prescribed home-care routine, and explain how you coached them and checked understanding.

Listen for: A strong answer shows nonjudgmental coaching, teach-back, and reinforcement of the doctor's instructions without independently changing treatment.

05 Records and Handoffs

Tell us about a time you caught an incomplete clinical note or unclear next-visit instruction before it affected a patient, and explain how you resolved it.

Listen for: A strong answer shows attention to detail, clarification with the treating clinician, and accurate documentation and communication.

06 Teamwork Under Pressure

Walk us through a time the clinical schedule fell behind or an urgent appliance problem interrupted planned visits, including how you worked with the team and what you learned.

Listen for: A strong answer shows calm prioritization, timely updates, protection of safety steps, and accountability for improving the process.

90-day training plan

Hand this to your new hire on day one. Training starts on the hire date and runs through a 90-day review against R3.

Days 1 to 30

Learn Safe Clinical Foundations

- Train with the Clinical Coordinator on permitted duties, required supervision, patient privacy, emergency procedures, infection prevention, and opening and closing checklists.
- Shadow the Clinical Coordinator or designated lead through consult records, bonds, adjustments, debonds, and retention visits to learn setup and patient flow.
- Practice chair preparation, patient verification, chart documentation, and home-care explanations with the Clinical Coordinator observing and signing off demonstrated skills.

Days 31 to 60

Build Consistent Chairside Habits

- Assist with an assigned mix of orthodontic visits under the required supervision, with the Clinical Coordinator coaching preparation, chairside technique, and turnover.
- Practice authorized records capture and aligner or retainer visit support with a designated clinical lead, escalating clinical questions to the orthodontist.
- Review sampled charts, patient teach-back, and scheduling handoffs weekly with the Clinical Coordinator, then repeat any skills that need improvement.

Days 61 to 90

Demonstrate Reliable Daily Performance

- Manage assigned visit preparation, delegated chairside tasks, documentation, and handoffs with fewer prompts while maintaining required supervision and Clinical Coordinator oversight.
- Coordinate a supervised same-day start workflow or walkthrough with the Clinical Coordinator and treatment coordinator, confirming records, consent, supplies, and chair availability.
- Complete a 90-day skills and results review with the Clinical Coordinator and orthodontist to confirm signed-off duties, remaining training needs, and next-quarter goals.

90-day review date: [date] **Trainer:** [name]

Team member signature

Date

Manager signature

Date

Job post, ready to publish

Fill in the brackets and post it on Indeed, your website and your social pages.

Now hiring

[Practice Name] is hiring a Registered Orthodontic Assistant

A first set of braces can bring plenty of questions, and you can help make the visit feel less intimidating. Join the Clinical team at [Practice Name], reporting to our Clinical Coordinator, to support safe orthodontic care with clear explanations and a little well-timed humor.

You're a fit if

- You help nervous patients feel heard, whether they are starting braces or picking up retainers.
- You notice the missing instrument before the patient sits down and speak up when something needs attention.
- You take safety seriously and ask for help when a task is outside your training or permitted scope.
- You welcome coaching, own mistakes, and help teammates without waiting to be asked.
- You enjoy a shared laugh, but never at a patient's expense.

What you'll do

- Prepare chairs and assist the orthodontist with bonds, adjustments, debonds, and aligner or retainer visits within your authorized duties.
- Capture assigned orthodontic records when authorized and document each visit accurately.
- Teach patients the orthodontist's home-care instructions and check that they understand.
- Keep instruments and chairs ready, flag delays, and give scheduling a clear plan for the next visit.

What we offer

- Pay: [pay range].
- Benefits: [benefits].
- Schedule and location: [schedule] at [location].
- Training and support: a 90-day onboarding plan with the Clinical Coordinator and [continuing education support].

Send your resume and a short introduction through [how to apply], including any license, certification or registration your state requires for this role.