DENTAL ASSISTANT SPECIALTY

Logistics Management

Volume 6

381st Training Squadron
2931 Harney Road
Fort Sam Houston, TX 78234
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1. **Volume 6, Logistics Management**, Qualification Training Package (QTP) contains modules on Medical Material, Dental Material procedures, and dental equipment custodian responsibilities. This QTP is designed to enhance 5-skill level on-the-job training (OJT) of dental assistant journeyman. Training references listed in each module may be used to complement training. All QTPs are intended to be used by trainees, trainers, supervisors, and task certifiers. Before initiating any training you should review your responsibilities as a supervisor/trainer for conducting OJT per AFI 36-2201, Chapter 6, *Air Force Training Program On-The-Job Training Administration*.

2. QTPs are instructional packages designed to help you conduct and evaluate your field training. Once you begin upgrade training you are required to use the QTPs. QTPs provide continuity to the trainee’s upgrade training and are divided into the following volumes: 1) *Basic Skills and Infection Control/Sterilization*; 2) *Clinical Skills-Radiology*; 3) *Clinical Skills-Chairside Assisting*; 4) *Clinical Skills-Preventive Dentistry*; 5) *Patient Administration*, 6) *Logistics Management*; 7) *Budget and Financial Planning* and 8) *Supervision and Training*. The QTP modules were designed to assist you in preparing for and conducting training. Each module segments the major tasks into teachable elements. Your goal is to provide enough training and guidance so trainees can do all task related steps, without assistance. QTPs also aid OJT task certifiers in evaluating the trainee’s demonstrated performance. If you have local training requirements not covered by a QTP module you should develop “steps in performance” and “performance checklists” that support and standardize those tasks. When you are satisfied the trainee meets standards, as prescribed in the QTP performance checklist, you must document each task completion in the QTP tab. If a person is being recertified on a task that is supported by a QTP you must use that module to complete the recertification process.

3. Typically, you will manage each module by first, training the tasks and then, evaluating performance. Your local steps in performance may vary from the method listed in the QTP module. If this is the case, you are authorized to make changes to the first half of each module, (i.e. steps in task performance); however, the “performance checklist” is considered a standard and cannot be altered. You may train each QTP volume/module in any sequence; however, when conducting training use an organized and methodical approach. This will reduce your training time and enhance your efforts.

4. The QTPs are a tool for assessing/certifying the Dental Assistant initially and each time they arrive at a new duty station. The QTP should be used as a tool for standardizing annual refresher training. Our goal has been to publish a useable document for both the trainee and trainer. We value your first hand expertise and solicit your feedback on how we can improve our product. Direct all inquiries to:

4Y0X1, Dental Assistant CDC Writer  
381st Training Squadron  
DSN: 420-2041  
Comm: (210) 808-2041
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: MEDICAL MATERIAL

TASK NAME: Maintain and Use Supply/Equipment Publications, Records and Listings

CFETP/STS REFERENCE: 11.2 Maintain and use supply/equipment publications, records and listings

EQUIPMENT REQUIRED:
1. AF Form 601, Custodian Request Log
2. Civilian catalogs
3. Custodial Action List (CAL)
4. Custody Receipt/Locator List (CRLL)
5. Historical Maintenance Report (HMR)

TRAINING REFERENCES: 1

OBJECTIVE: Provided proper equipment/resources, demonstrate ability to maintain and use supply/equipment publications, records and listings.

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:
1. Maintain local directives/guidance
2. Maintain AFMLL for 24 month unless rescinded or superseded
3. Maintain computer products for specified period of time:
   a. Activity issue list until verified against the issue/turn in summary
   b. Issue/turn-in summary for one fiscal year in addition to the fiscal year you are currently operating in
   c. Backorder report for one fiscal year in addition to the fiscal year you are currently operating in
   d. Shopping guide until superseded (produced upon yours or medical logistics’ request)
   e. CRLL until superseded
   f. CAL until verified against CRLL
   g. HMR until superseded
   h. Three –year equipment budget requirement list until superseded
4. Maintain a copy of all completed AF Form 601 in you equipment binder until your next annual equipment inventory has been completed and all equipment accounted for.
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: MEDICAL MATERIAL

TASK NAME: Research Supplies/Equipment for Procurement

CFETP/STS REFERENCE: 11.4 Research supplies/equipment for procurement using medical, federal, or local source catalogs/computer systems

EQUIPMENT REQUIRED:
1. DECS website
2. Locally required references

TRAINING REFERENCES: 1-3

OBJECTIVE: Provided proper equipment/resources, demonstrate ability to properly research supplies/equipment for procurement

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Identify supply item/equipment needed
2. Research DECS website for review of item/recommended item
3. Follow local MEMO guidelines for submission
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: MEDICAL MATERIAL

TASK NAME: Prepare Request for Issue/Turn-in of Supplies and Equipment

CFETP/STS REFERENCE: 11.5 Prepare request for issue/turn-in of supplies and equipment

EQUIPMENT REQUIRED:
1. AF Form 601, Equipment Action Request
2. DD Form 1348-6, Single Line Item Requisition System Document
3. TIGERS Automated Request Form (as applicable for equipment purchases)
4. Civilian catalogs
5. Custodial Action List (CAL)
6. Defense Medical Logistics Supply System (DMLSS)
7. Using activity list
8. Computer with CDROM
9. Computer printer

TRAINING REFERENCES: 1-2

OBJECTIVE: Provided proper equipment/resources, demonstrate ability to properly prepare request issue or turn in of supplies and equipment

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

Supply Issue/Turn In
1. Complete DD Form 1348-6 according to current local guidelines
2. Use DMLSS to update supply list

Equipment Issue/Turn-in

NOTE: Acceptable turn-in items consist of unserviceable and suspended items identified as “other than serviceable” and serviceable items that no longer fit your requirements.

1. Prepare request for turn-in of supplies or equipment as a result of reduced workload, a change in procedures or mission, or overstocking.
2. Prepare appropriate form (e.g. DD 1348-6 or AF 601) and enter reason for the turn-in in the remarks section.
3. Prepare AF Form 601 for equipment request.
4. Prepare DD Form 1348-6 or AF Form 601 request or turn-in of supplies or equipment as a result of reduced workload, a change in procedures or mission, or overstocking
5. Prepare DD Form 1348-6 or AF Form 601 and enter reason for the turn-in in the remarks section
6. Medical Logistics provides you with a signed copy of the turn-in document.
7. Maintain your signed copy until you receive a copy of the issue/turn-in listing

**DMLSS**

**NOTE: DMLSS web-based training is required. See your Medical Logistics section for permissions to access online training**

Request for issue
1. Research needed supplies/equipment using DMLSS or available catalogs
2. Follow local directives/guidance for the procedures and forms to use when requesting supplies/equipment.
3. Maintain a signed copy of the issue listing for your records.

Request for turn-in
1. It is the responsibility of the using activity to coordinate with Medical Material (supplies) or Medical Equipment Management Office (MEMO) (equipment) when assets need to be turned in.
2. Use DD Form 1348-6, or an AF Form 601 for turn-ins.
3. Follow local directives and guidance when turning in equipment/supplies.
4. Maintain a signed copy of the turn-in listing for your records.

**ATTACHMENT:** Performance checklist
## PERFORMANCE CHECKLIST

<table>
<thead>
<tr>
<th>MEDICAL MATERIAL</th>
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<tbody>
<tr>
<td><strong>1. Maintain Logistics Publications and Records</strong></td>
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<tr>
<td>a. Identify the steps for maintaining local directive supplements</td>
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<td>b. Identify the steps for maintaining AFMLL</td>
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<td>c. Identify the steps for maintaining computer products</td>
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<td><strong>2. Research Supplies/Equipment for Procurement</strong></td>
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<tr>
<td>a. Identify supply item/equipment needed</td>
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<tr>
<td>b. Research DECS website</td>
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<tr>
<td>c. Follow local MEMO guidelines</td>
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<td><strong>3. Prepare Request for Issue/Turn-in of Supplies and Equipment</strong></td>
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<td>a. Access DMLSS successfully</td>
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<td>b. Provide an accurate printout of the results of the search (as applicable)</td>
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<td>c. Exit the system(s) successfully</td>
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<tr>
<td>d. Research needed supplies/equipment properly</td>
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<tr>
<td>e. Follow local directives/guidance for the procedures and forms to use when requesting supplies/equipment</td>
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<tr>
<td>f. Maintain a signed copy of the issue listing</td>
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<tr>
<td>g. Coordinate with Medical Material or Medical Equipment Management Office (MEMO) when assets need to be turned in</td>
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<td>h. Maintain a signed copy of the turn-in listing</td>
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<td>i. Complete DMLSS web-based training</td>
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### FINAL RESULT:

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DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL MATERIAL PROCEDURES

TASK NAME: Manage Stock Levels

CFETP/STS REFERENCES: 11.6.1 Manage stock levels

EQUIPMENT REQUIRED:

1. Computer printer
2. Computer with CDROM
3. DMLSS Using activity shopping
5. Status report vault or safe

TRAINING REFERENCES: 1-3

OBJECTIVE: Provided proper resources, adequately demonstrate how to manage stock levels of dental supplies.

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

1. Maintain a clean and orderly storage area to manage stock levels adequately
2. Store material in stock number sequence or separate into family grouping
3. Stock items so they can be issued with first-in/first-out concept; this ensures items are issued by earliest expiration date first
4. Label shelves with the stock number, item name, maximum level, reorder point and unit of issue; facilities with established Stock in Forward Areas (SIFA)—shelves must be labeled with barcodes for items ordered on a recurring basis.
5. Maintain a stock control level for items that are ordered on a recurring basis; take into consideration the economic order, safety level, and pipeline time quantities.
6. Stock levels are established for items used on a recurring basis; they are normally listed on the shopping guide.
7. Levels are adjusted based on the using activity’s ordering history; it is best to keep order quantities consistent.
8. Control levels manually or let DMLSS control them. The level is calculated based on the daily demand rate and the number of days between being restocked.
9. Medical Logistics will print a using activity stock status report when the account is manually controlled
   a. This report lists items ordered on a recurring basis and shows the daily demand rate.
b. This report will also display a suggested shopping guide level (SGL).
c. You can choose to use the suggested level, raise, or lower it; levels will remain the same until you choose to change them. Supply levels should be set based on the usage, available storage space and the time required for restocking.
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL MATERIAL PROCEDURES

TASK NAME: Storage of Dangerous/Flammable Materials

CFETP/STS REFERENCES: 11.6.2.2 Storage of dangerous/flammable materials

EQUIPMENT REQUIRED:
1. Flammable/Dangerous materials
2. Flammable storage cabinet

TRAINING REFERENCES: 3-6

OBJECTIVE: Provided flammable materials and adequate resources, demonstrate how to properly store dangerous or flammable materials.

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will STOP the procedure immediately and correct the member if performance is detrimental to patient or member safety.

STEPS IN TASK PERFORMANCE:

1. Store flammable materials in approved storage cabinet labeled “Flammable-Keep Fire Away”
2. Keep containers of flammable or combustible liquids will remain tightly sealed except when transferred, poured, or applied.
3. Ensure the storage of any flammable or combustible liquids must not obstruct a means of escape from the building or area.
4. Store items so they do not interfere with the operation of safety equipment (i.e fire extinguisher, fire doors, etc.)
5. Store and return acid(s) IAW AFOSH 127-43 and local directives

Note: Flammable liquids have a flashpoint below 100 degrees and are classified as Class 1A, 1B, or 1C.
6. Combustible liquids have a flashpoint at or above 100 degrees and are classified as Class II, Class IIIA, and Class IIIB.
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL MATERIAL PROCEDURES

TASK NAME: Turn-in Disposable Items

CFETP/STS REFERENCES: 11.6.3 Turn in disposable items such as needles, blades and syringes for destruction

EQUIPMENT REQUIRED: Sharps Container

TRAINING REFERENCES: 4, 7, 8, and 9

OBJECTIVE: Provided disposable item such as needle, blade or syringe, properly dispose of for destruction.

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will STOP the procedure immediately and correct the member if performance is detrimental to patient or member safety.

STEPS IN TASK PERFORMANCE:
1. Identify potential sharps during procedure, including orthodontic wires, endodontic files, injection needles, carpules, and removed retainers, etc.
2. Place all disposable sharps in plastic sharps container located in DTR.
3. Fill sharps container to no more than two-thirds capacity.
4. Inspect sharps container to ensure no sharps’ edges or surfaces protrude from the container.
5. Lock sharps container prior to transfer to disposal area by following local instructions.
6. Transport to authorized sharps disposal area.

ATTACHMENT: Performance checklist.
## PERFORMANCE CHECKLIST

### DENTAL MATERIAL PROCEDURES

#### 1. Manage Stock Levels
   - a. Maintain a clean and orderly storage area
   - b. Stock items using first-in/first-out, issuing earliest expiration dates first
   - c. Label shelves and cabinets accurately with required information
   - d. Ensure all controlled items are secured in a vault or safe
   - e. Maintain an accurate, realistic stock level on all items

#### 2. Storage of Dangerous/Flammable Materials
   - a. Label the outside of an approved flammable cabinet correctly
   - b. Ensure all flammable or combustible liquids were sealed appropriately
   - c. Store all flammable and combustible supplies without obstructing exits
   - d. Use SDS to identify flammable requirements

#### 3. Turn-in Disposable Items
   - a. Place contaminated disposable sharps in properly labeled, puncture-resistant, leak proof, and re-sealable container
   - b. Seal sharps container before transfer to an authorized sharps’ disposal area
   - c. Turn in to dental logistics for removal IAW local, state, and federal laws

### FINAL RESULT:

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DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL EQUIPMENT CUSTODIAN

TASK NAME: Use of Medical Equipment or Supply Reports/Listings

CFETP/STS REFERENCES: 11.6.4 Use of medical equipment or supply reports/listings

EQUIPMENT REQUIRED:
1. DMLSS
2. Custodial Actions List (CAL)
3. Custody Receipt/Locator List (CRLL)
4. Using activity backorder report
5. Using activity issue/turn-in summary

TRAINING REFERENCES: 1-2

OBJECTIVE: Provided proper resources, demonstrate use of medical equipment or supply report/listings.

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

Supply computer products
1. Maintain supply/equipment publications and records IAW applicable directives
2. Review using activity backorder report for total dollar value due-out, and the number of line items due-out to each activity
3. Review the monthly backorder report and return an annotated copy to medical logistics if changes or cancellation of due-outs are required
4. Maintain one copy of the backorder report in the property custodian binder
5. Review using activity issue/turn-in summary list to verify all issues, reversals, turn-ins, and high dollar issue items for the using activity

Equipment computer products
1. Order the CRLL on an “as required” basis or when there is a change of property custodians
2. Verify CALs to CRLL for gains and losses that occurred during the processing cycle
3. Conduct annual inventory of MEMO controlled property
4. Sign and return the certified copy to MEMO
5. File one copy of all certified listing in the MEMO property custodian file
6. Destroy CALs after the new CRLL reflecting all the changes has been certified and signed by the property custodian

NOTE: Equipment Custodians should consider maintaining an equipment binder containing the current CRLL and a signed copy of all AF Form 601’s and CAL’s for transactions on their equipment account. It is recommended the information should be maintained until the annual equipment inventory is completed and all accountable equipment has been accounted for.
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL EQUIPMENT CUSTODIAN

TASK NAME: Conduct Inventories

CFETP/STS REFERENCES: 11.7 Conduct inventories

EQUIPMENT REQUIRED:
1. DMLSS
2. Custodial Actions List (CAL)
3. Custody Receipt/Locator List (CRLL)
4. Using activity backorder report
5. Using activity issue/turn-in summary

TRAINING REFERENCES: 1-3

OBJECTIVE: Provided clinic setting with equipment, demonstrate proper procedures to conduct inventory.

EVALUATION INSTRUCTIONS:
After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

STEPS IN TASK PERFORMANCE:

Inventory of supplies
1. Inventory consumable goods weekly, prior to ordering
2. Routinely screen stock items for proper redistribution and dispose/turn-in of excess stock
3. Ensure items and quantities on hand are adequate
4. Ensure items on hand are usable and check expiration dates

Inventory of equipment
1. Obtain a current listing of equipment (CRLL) from MEMO
2. Conduct a hands-on inventory of each item listed on the CRLL at least annually or more frequent if required by local policy
3. If all equipment is accounted for, sign the CRLL and give a copy to MEMO and maintain a second copy in your equipment folder/binder
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL EQUIPMENT CUSTODIAN

TASK NAME: Report Defective and/or Damaged Supplies, Equipment, or Utilities

CFETP/STS REFERENCES: 11.8 Report defective and/or damaged supplies, equipment, or utilities

EQUIPMENT REQUIRED:
1. Historical Maintenance Report (HMR)
2. Repairable Item Processing Tag (AFTO Form 350)

TRAINING REFERENCES: 1 and 10

OBJECTIVE: Provided defective and/or damaged supplies/equipment/utilities, demonstrate using proper reporting techniques

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will STOP the procedure immediately and correct the member if performance is detrimental to patient safety.

STEPS IN TASK PERFORMANCE:
1. Identify equipment for repair
2. Follow clinic process to notify BMET to schedule repairs—including the identification Equipment Control Number (ECN) of the equipment, using activity and nature of work request
3. Retain a portion of the AFTO Form 350 tag according to local guidelines for tracking the status of the equipment
4. Log down times of malfunctioning equipment and verify against the HMR
5. Follow the medical treatment facility guidance/directives to obtain maintenance repairs on utilities
6. Contact facility manager and convey correct location of defective equipment or utilities
7. Inform the facility manager if non-working equipment affects mission accomplishment
DENTAL ASSISTANT SPECIALTY QTP

SUBJECT AREA: DENTAL EQUIPMENT CUSTODIAN

TASK NAME: Facilitate Equipment User Maintenance Training

CFETP/STS REFERENCES: 11.9 Facilitate equipment user maintenance training

EQUIPMENT REQUIRED:
1. Instruction manual
2. User maintenance program folder

TRAINING REFERENCES: 1, 10 and 11

OBJECTIVE: Provided appropriately trained users, demonstrate proper management of user maintenance training

EVALUATION INSTRUCTIONS:

After the trainee has received instruction and allowed sufficient supervised practice, evaluate trainee’s abilities using the performance checklist provided at the end of each module.

NOTE: The evaluator will STOP the procedure immediately and correct the member if performance is detrimental to patient safety.

STEPS IN TASK PERFORMANCE:
1. Maintain a current instruction manual for each piece of equipment
2. Ensure that the equipment is serviceable, safe, and properly configured to meet mission requirements.
   a. Train personnel on the following items prior to equipment use:
      1. Recognize and report malfunctions of equipment
      2. Recognize and report potentially hazardous equipment conditions (could injure patient or damage equipment)
      3. Operate the equipment they are required to use
      4. Perform user maintenance and scheduled cleaning
      5. Use the equipment only for the purpose which it was intended
      6. Never attempt repairs beyond the operating techniques described in the operator’s manual
   b. The Biomedical Equipment Technician (BMET) will:
      1. Inspect and calibrate equipment prior to use
      2. Provide initial and follow-on operator maintenance training to users
      3. Establish a folder to track the historical maintenance of the equipment
3. Document training received to support the user maintenance program
4. Follow proper reporting procedures for maintenance requests

ATTACHMENT: Performance checklist
## PERFORMANCE CHECKLIST

### DENTAL EQUIPMENT CUSTODIAN

#### Use of Medical Equipment or Supply Reports/Listings
- a. Properly maintain supply/equipment publications and records
- b. Properly review/annotate the using activity backorder report
- c. Return the annotated copy of the using activity backorder report to medical logistics
- d. Properly file the custodians copy of the backorder report
- e. Identify all issues and reversals from the month using the using activity issue/turn-in summary list
- f. Request a CRL and properly conduct an inventory
- g. Receive a CAL and properly file in accordance with local procedures
- h. Properly dispose of CAL when new CRL is printed

#### Conduct Inventories
- a. Properly inventory consumable goods
- b. Properly screen stock items for proper redistribution
- c. Ensure on-hand items are adequate and usable
- d. Obtain current list of equipment
- e. Conduct hands-on inventory of each item annually

#### Report Defective and/or Damaged Supplies, Equipment, or Utilities
- a. Identify and verify equipment/utilities needing repair
- b. Contact proper individuals, using correct channels to schedule repairs
- c. Provide detailed information of equipment or location of utilities to be repaired
- d. Retain appropriate paperwork for tracking the status of equipment/ utility repair
- e. Verify maintenance was completed to required operational standards

#### Facilitate Equipment User Maintenance Training
- a. Maintain current instruction for all dental clinic equipment
- b. Ensure equipment operators are trained in user maintenance
- c. Document user maintenance training received
- d. Verify a BMET inspects and calibrates new equipment prior to use
- e. Follow proper reporting procedures for maintenance requests

### FINAL RESULT:

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## Dental Assistant Specialty
### QTP Record of Training—VOLUME 6

<table>
<thead>
<tr>
<th>MODULE</th>
<th>TITLE</th>
<th>Date Completed</th>
<th>Trainers Initials</th>
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<tbody>
<tr>
<td>1</td>
<td><strong>MEDICAL MATERIAL</strong></td>
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<td>Conduct Inventories</td>
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<td>Report Defective and/or Damaged Supplies, Equipment, or Utilities</td>
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<td>Facilitate Equipment User Maintenance Training</td>
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**RANK/NAMESPACE:**
Note: Always refer to current version of the references listed

2. AFOSH 127-43, Flammable and Combustible Liquids
3. CDC 4Y051B Volume 1, Dental Assistant Journeyman
4. Safety Data Sheets
5. Manufacturer’s Instructions
6. AFI 44-108, Infection Prevention and Control Program
7. USAF Guidelines for Infection Control in Dentistry
8. Local Infection Control Guidelines
9. AFI 41-201, Managing Clinical Engineering Programs
10. Local Directives and Guidance