

## ASSISTANT: APPROPRIATE OR NOT WORKSHEET

***Below we have listed a few common and difficult scenarios within the office that you could find yourself in. We hope that through this worksheet you will be able to use this information on what is and is not appropriate and apply it to more realistic scenarios to help get you thinking about what is right for your office.***

- 1.) The culture of your office is formal, everyone wears matching black scrubs. However, you just bought brand new blue scrubs and want to show case them at work. Is this appropriate?  
No, because your office 'dress code' can be determined loosely around your office culture. If your office's culture is very formal, and you all need to wear one color scrubs, always, it is inappropriate because you would be going against your office's culture.
- 2.) The doctors and office manager announce that this Friday is going to be a 'casual Friday' in celebration of summer. You decide to wear shorts and sandals and are promptly sent home. Why did this happen?  
'Casual day' in your office did not mean sandals and shorts and it was considered to be inappropriate. What needed to happen was that you should have double checked with your doctors/office manager to see what exactly they had in mind for 'casual day.'
- 3.) You are planning to get a tattoo with your mom next week and decide it would be best to have a meeting with your doctor and you let her know what you're planning to get, where and when. She lets you know that it would be fine as long as you cover it with clothing while at work. Was this appropriate?  
Yes, it was the appropriate thing to do. You work in a professional health care setting and you need to double check before making a big physical change such as a visible tattoo or piercing or a bright hair color in order ensure you can keep your job.
- 4.) It's your first day at your new office and you want to make a good first impression, you have clean, unwrinkled scrubs on and you are just trying to decide if you should wear cologne or not, what is the appropriate thing to do?  
The appropriate decision would be to either wear a small amount, or none at all. You don't want to be overwhelming to your patients and coworkers with a heavy cologne smell, but you also want to smell pleasant. It is often recommended that shower, deodorant and clean clothes is the ideal combination.
- 5.) You just arrived back into the work parking lot after purchasing lunch, and you are wearing sunglasses, eating your sandwich. What is the most appropriate way to enter into work?  
The most appropriate way is for you to bag up/put away the sandwich until you reach the break room and pack your sunglasses into your bag so if you come across any patients you are still presentable and professional.
- 6.) Your fellow dental assistant is telling you about how much fun she had during her weekend camping trip between her patients in the sterilization room while you both are sterilizing instruments, she begins to get very loud as she is telling a funny story, how would you handle this best?  
It is best to politely remind her the patients in the other operatories can hear her and might be confused as to what is going on and that it would be best to keep it down.
- 7.) Your patient is asking you what you think about the recent election after he has told you his side, you want to be polite but are unsure the best way to answer.  
The best way to answer would be to answer generally while smiling and then turn the conversation onto something that no one can become frustrated or irritated with.