

Caroline Bibula, R.D.H.

Dental Hygienist

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E-PORTFOLIO: openlab.citytech.cuny.edu/cbibula-eportfolio/

Experience

HEAD DENTAL ASSISTANT/OFFICE MANAGER | 2021-Present SOLA DENTAL SPA | STATEN ISLAND, NY

- Oversee daily operations of the dental office, including patient appointments, and inventory management.
- Manage patient inquiries, appointments, and follow-ups to ensure exceptional patient care and satisfaction.
- Collaborate with dentists and hygienists to develop treatment plans and coordinate patient care.
- Manage insurance processes, including submitting pre-authorizations and claims that need additional information.
- Assisted dentists during a variety of dental procedures, including examinations and surgeries, ensuring patient comfort and safety.
- Prepared treatment rooms and sterilized instruments to maintain a clean and hygienic environment.
- Conducted dental X-rays and maintained accurate patient records in compliance with regulatory standards.

DENTAL RECEPTIONIST | 2020-2021 42ND STREET DENTAL ASSOCIATES P.C | NEW YORK, NY

- Greet patients as they arrive, and answer phone calls to provide exceptional customer service.
- Schedule patient appointments, manage cancellations and rescheduling requests.
- Verify insurance coverage and collect patient information.
- Process patient payments, issue receipts, and reconcile daily financial transactions to ensure accurate accounting records.

Professional Skills

- Patient Education
- Fluoride and Sealant Application
- Head & Neck Exam
- Oral Cancer Screening
- Dental Charting
- Radiographic imaging
- Local anesthesia administration
- Alginate impressions
- Dental Prophylaxis
- Scaling and Root Planing
- Fabricating Temporary Crowns

Education

New York City College of Technology | 2022-2024
ASSOCIATES IN APPLIED SCIENCE | DENTAL HYGIENE

Hunter College | 2016-2020
BACHELOR OF ARTS | PSYCHOLOGY

Certifications

- Registered Dental Hygienist (RDH) – NY State
- Certified in CPR and Basic Life Support (BLS)
- Certified Dental Hygienist in Local Anesthesia

Address: 230 Retford Ave, Staten Island, NY 10312