



## Dental Office Assistant Program Overview

The Dental Office Assistant Program prepares students for entry-level employment as a “front-office” dental assistant. It discusses the dental team and the fundamentals of assisting in the management of the dental office, including maintaining patient records, scheduling appointments, using office equipment, and managing accounts receivable and payable. It also provides instruction in dental nomenclature and related terminology, charting the oral cavity, English usage, and finding a job in healthcare.

## Program Objectives

- To define and explain different learning styles and learning strategies.
- To identify the parts of a computer and explain how technology is used in the office.
- To identify the parts of speech, the parts of sentences, and sentence type.
- To demonstrate correct English usage by choosing the correct part of speech in a sentence.
- To evaluate written communications to identify problems and suggest solutions.
- To describe the duties of a dental office assistant.
- To identify the correct way to schedule appointments, interact with patients over the telephone, interact with patients in the reception area, order supplies, file documents and records, and manage accounts receivable and payable in the dental office.
- To identify and define dental nomenclature and related terminology.
- To chart the oral cavity.

## Program Outline

### Unit I: Blackstone’s Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Chapter 4: Keyboarding

## **Unit II: Introduction to Computers, Keyboarding, and Office Technology**

Chapter 1: Introduction to Computers

Chapter 2: The Internet

Chapter 3: Other Types of Office Technology

## **Unit III: Dental Office Management 1**

Chapter 1: Orientation to the Dental Profession

Chapter 2: Dental Basics

Chapter 3: Communication Skills and Telephone Techniques

Chapter 4: Written Correspondence

Chapter 5: Patient Relations

Chapter 6: Dental Healthcare Team Communications

## **Unit IV: Dental Office Management 2**

Chapter 7: Patient Clinical Records

Chapter 8: Information Management

Chapter 9: Dental Patient Scheduling

Chapter 10: Recall Systems

## **Unit V: English Usage and Written Communication**

Chapter 1: Parts of Speech

Chapter 2: Parts of a Sentence

Chapter 3: Pronouns, Verbs, and Agreement

Chapter 4: Sentence Types and Punctuation

Chapter 5: Written Communications

## **Unit VI: Time & Stress Management**

Chapter 1: LifeTime Patterns (Values)

Chapter 2: The Power of LifeTime Habits

Chapter 3: Goals, Objectives, and Outcomes

Chapter 4: Choosing Your Priorities

Chapter 5: Planning and Scheduling Activities

Chapter 6: Interruptions, the #1 TimeThief

Chapter 7: TimeLogs

Chapter 8: TimeTips

Chapter 9: Self-Esteem and Time Management

Chapter 10: Stress Management

### **Unit VII: Dental Office Management 3**

Chapter 11: Dental Insurance Processing

Chapter 12: Inventory Management

Chapter 13: Financial Arrangement and Collection Procedures

Chapter 14: Bookkeeping Procedures: Accounts Receivable

Chapter 15: Bookkeeping Procedures: Accounts Payable

### **Unit VIII: Dental Office Management 4**

Chapter 16: Office Equipment

Chapter 17: Computerized Dental Practice

Chapter 18: Employment Strategies

### **Unit IX: Professional Development and Medicolegal Ethics**

Chapter 1: Professional Development

Chapter 2: Medicolegal Ethics

Chapter 3: HIPAA for the Allied Healthcare Worker

### **Unit X: Critical Thinking Skills**

Chapter 1: Introduction to Critical Thinking and the PANIC Method

Chapter 2: Inference and Judgment

Chapter 3: Metacognition

Chapter 4: Forming Strong Conclusions through Predicting

Chapter 5: Rhetorical Strategies

Chapter 6: Critical Theories

Chapter 7: Deductive Reasoning

Chapter 8: Emotional Intelligence and Critical Thinking

**Unit XI: Dental Office Practice 1**

Chapter 1: Monday

Chapter 2: Tuesday

**Unit XII: Dental Office Practice 2**

Chapter 3: Wednesday

Chapter 4: Thursday

**Unit XIII: Dental Office Practice 3**

Chapter 5: Friday

Chapter 6: Critical Thinking Questions

**Unit XIV: Creating an Effective Workplace Environment**

Chapter 1: Aspects of a Positive Workplace Environment

Chapter 2: Communication

Chapter 3: Diversity in the Workplace

Chapter 4: Team Building

**Unit XV: Management Practices & Principles**

Chapter 1: The Supervisor: Manager and Leader

Chapter 2: Effective Communication

Chapter 3: Creating a Positive Work Climate

Chapter 4: Building Teams and Managing Conflict

Chapter 5: Delegation

Chapter 6: Developing Job Expectations

Chapter 7: Recruiting Employees

Chapter 8: Selecting Employees

Chapter 9: Orienting and Training Employees

Chapter 10: Performance Evaluation

Chapter 11: Disciplining Employees

**Unit XVI: How to Find a Job in Healthcare**

Chapter 1: Job Search Correspondence

Chapter 2: The Job Search

Chapter 3: Job Interviews