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