

# Dental Office Assistant

## PROGRAM SYLLABUS



### YOUR Program Overview

#### IN BRIEF

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, critical thinking skills, fundamentals of management, and finding a job in healthcare.

#### Unit 1 Blackstone’s Skills for Success

In this lesson, you will discover how you learn as well as your learning style. You will understand how you learn best by reading about intrinsic versus extrinsic motivation, field dependence and independence, self-efficacy and self-determination. Visual, auditory, and kinesthetic learners will be discussed along with the differences between them. You will also receive some tips regarding your study space, the best time to work, and goal setting. Also, basic keyboarding skills will be introduced. Learning strategies, along with note-taking and memory tricks, are also an important part of this lesson.

*Blackstone Typing Tutor*

*(accessible through the Online Student Center)*

#### Unit 2 Introduction to Computers Keyboarding and Office Technology

Lesson 3 covers how computers are used in the office today, the different types of computers, and the parts of a computer system. In this lesson you will also learn about the Internet, URLs, search engines, and e-mail. Office technology will be discussed, including office networks, different types of servers, PDAs, scanners, digital cameras, and wireless communication.

#### Unit 3 Dental Office Management 1

Lesson 3 is an introduction to the business of dentistry. The members of the dental team are presented and the types of administrative dental assistants are discussed. This lesson explains dental ethics, the Health Insurance Portability and Accountability Act, and the role of OSHA. Dental procedures, dental anatomy and charting methods are explained. You will also learn about the communication process, including communicating with patients and the dental team, as well as telephone techniques and professional written correspondence.

*The Administrative Dental Assistant*  
*Mosby’s Dental Dictionary (e-book)*

## Unit 4 Dental Office Management 2

In Lesson 4, records and information management are explored. You will learn about the components of the clinical record and collecting information from patients. You will read about the filing methods commonly used in a dental practice, as well as the equipment and supplies needed. The mechanics of scheduling are explained. You will also learn about the methods for recalling patients.

## Unit 5 English Usage and Written Communication

In this lesson, you will gain knowledge about the English language and written communication. This information is important to the successful allied health professional. Begin with parts of speech, then review parts of a sentence, pronouns, verbs and agreement, and finally, sentence types and punctuation. This lesson is a great grammar tutorial. You will also learn about writing in active versus passive voice, paragraph formation, and topic sentences; and you gain some valuable tips for business communication.

## Unit 6 Time and Stress Management

This lesson discusses how to minimize stress and maximize productivity in your personal and professional life by analyzing your values, habits, and daily interruptions. Multiple worksheets and exercises are included, as well as valuable tips for prioritizing and setting goals.

## Unit 7 Dental Office Management 3

Lesson 7 introduces insurance processing, inventory management, and financial records. You will learn the types of dental insurance and methods of filing insurance claims. You will become familiar with the ADA Dental Claim Form and how to complete one. This lesson also explains the types of supplies, products, and equipment used in a dental office and how to set up an inventory management system. You will also learn about designing a financial policy and managing accounts receivable and accounts payable.

## Unit 8 Dental Office Management 4

Lesson 8 goes over office equipment found in a dental practice. You will read about how to organize a business office and safety concerns. Dental practice management software is discussed along with criteria for selecting a software package. This lesson also covers employment strategies and career opportunities for administrative dental assistants.

## Unit 9 Professional Development and Medicolegal Ethics

In Lesson 9, you will read about professional development and medicolegal ethics. Attitude, self-esteem, professional attire, and grooming are all topics presented in this lesson. Also, business etiquette; verbal and nonverbal communication; proper introductions; and continuing education will be discussed. You will read about ethics in healthcare, codes of ethics, and the purpose of healthcare records. Important information about making corrections, timeliness, and confidentiality is explored in this lesson. This lesson also presents the HIPAA guidelines, discussing the Privacy and Security Rules, Protected Health information, access control, de-identified information, and work area security.

## Unit 10 Critical Thinking Skills

This lesson helps students develop their critical thinking skills, including use of inference and judgment, identifying strong conclusions, persuasive strategies, and deductive reasoning. You will also read about metacognition, the process of thinking about thinking, and how it builds critical thinking skills, as well as interpreting and using critical theories.

## Unit 7 Dental Office Practice 1

In Lesson 11, you will gain hands-on training in dental office procedures, including use of the office Procedure Manual, staff meetings, handling voice mail, proper telephone etiquette, and completing the Day Sheet. This lesson also explores handling emergency patients via an office script and effective scheduling, as well as discusses the importance of the recall system and handling incoming mail.

## Unit 12 Dental Office Practice 2

Lesson 12 is a continuation of your study of dental office procedures. You will utilize the virtual office environment to improve your mastery of dental office procedures, including message-taking, managing the schedule and patient records, and handling payments from patients and insurance carriers.

## Unit 13 Dental Office Practice 3

Lesson 13 concludes your study of dental office procedures. You will learn about the most tactful and professional way to handle angry patients and unexpected patients, the general procedure for processing invoices, as well as procedures for filing records and recording patient medications. You will also have to close the office for the weekend. You will finish this lesson by testing your knowledge of tasks performed by the administrative dental assistant.

## Unit 14 Creating an Effective Workplace Environment

Lesson 14 introduces therapeutic exercises, assisting with ambulation and gait training, various therapy agents and modalities used in physical therapy, and specialized clinical procedures. This lesson also covers job hunting skills for the physical therapy aide.

## Unit 15 Management Practices and Principles

In this lesson, you will read about the role of a supervisor as both a manager and leader. You will read about creating an effective workplace environment through communication, a positive work climate, team building, and conflict management. You will also learn about the roles a manager plays in delegation, developing job expectations, employee recruitment and selection, training, performance evaluation, and discipline.

## Unit 16 How to Find A Job In Healthcare

This lesson discusses how to get ready for your job search. You'll learn how to write an effective resumé and cover letter. You'll learn about the different styles of resúmes and the type of language used on resúmes. This chapter also discusses job interviews in detail. You'll learn how to dress for success on an interview and how to prepare answers to commonly asked questions.

# What you receive with your program

Your program consists of sixteen units, including the following textbooks and electronic resources, to assist you step-by-step through the program.



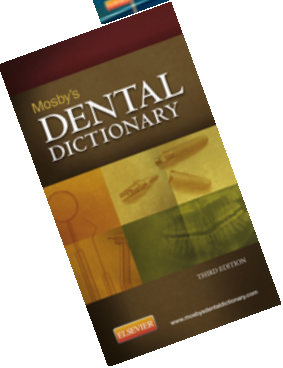
## *The Administrative Dental Assistant*

by Linda J. Gaylor

This comprehensive book takes readers through the latest information on operating a dental office, preparing them for the various tasks an administrative dental assistant encounters. up-to-date CDT-5 Dental Codes, new HIPAA and OSHA guidelines, and examples of forms used in a dental office are included. The companion resources website simulates administrative procedures such as entering patient data, posting payments and scheduling appointments.

## *Dental Office Assistant Study Guides*

In addition to the study guides accompanying The Administrative Dental Assistant and companion website, you will receive online access to exclusive Blackstone study units that will introduce you to important topics that will help prepare you for work as a dental office assistant.



## *Mosby's Dental Dictionary*

by Mosby/Elsevier

This invaluable online reference will give you more than 10,000 terms and 300 full color illustrations. Definitions include all areas of dentistry, terms related to office management, and commonly used medical terms. Designed for the entire dental team, this dictionary includes extensive appendices for quick, easy-to-use access to information utilized daily in the clinical setting.

## *Blackstone Typing Tutor*

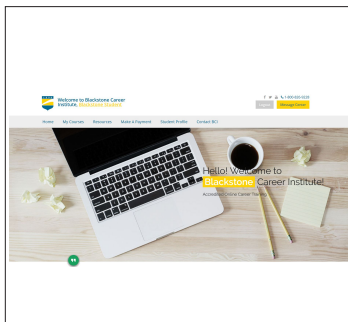
Blackstone's exclusive Typing Tutor will help to increase your typing speed and accuracy.

## *Online Student Center*

Included with your tuition, you will have online access to your study guides and study units, exams, grades, payment history, discussion boards, and more.

## *Graduation Documents*

Upon successful completion of the entire program, you will receive an official transcript and a diploma. A copy of your transcript will be on permanent file and available at a nominal fee.



For more detailed information on program materials, please go to [www.blackstone.edu](http://www.blackstone.edu), click on Career Training Programs, then the course you are interested in, then the Materials tab.