

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

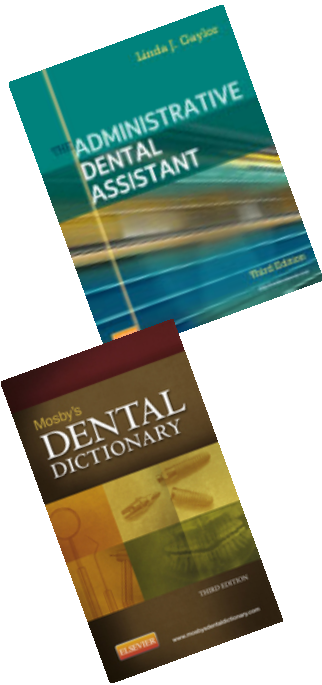
In this lesson, you will read about the role of a supervisor as both a manager and leader. You will read about creating an effective workplace environment through communication, a positive work climate, team building, and conflict management. You will also learn about the roles a manager plays in delegation, 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 resume and cover letter. You'll learn about the different styles of resumes and the type of language used on resumes. 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.



Physical Therapy Aide: A Worktext by Roberta C. Weiss

This textbook, the core of your physical therapy aide program, introduces the theory and clinical skills used by physical therapy aides in a variety of rehabilitation settings. The text includes photographs throughout to illustrate these skills and therapeutic modality procedures. You will receive this text with Study Unit 10 if you are on a payment plan.

Physical Therapy Aide Study Guides

These five online study guides will lead you through the Physical Therapy Aide, A Worktext textbook, highlighting all of the important points and giving you additional review questions.

Anatomy & Medical Terminology Study Units

These units present useful information on the body systems, diseases, disorders and relevant medical terms - what every allied health worker needs to know.

Additional Blackstone Study Units

In addition to the study guides that accompany your textbook and the units on anatomy and medical terminology, you will receive online access to eight more exclusive Blackstone study units that will introduce you to important topics that will help you prepare for work as a physical therapy aide, including ethical and medicolegal considerations and finding a job in healthcare.

Blackstone Typing Tutor

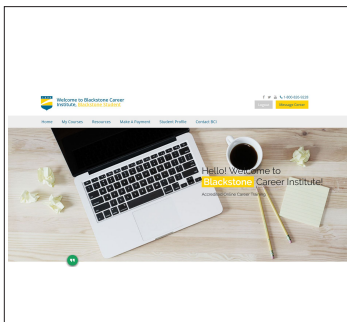
Blackstone's exclusive Typing Tutor will help to increase your typing speed and accuracy.

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, click on Career Training Programs, then the course you are interested in, then the Materials tab.