

# Dental Office Assistant



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.



# The Dental Office Assistant program prepares students for entry-level employment as a Dental Office Assistant

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There are no due-dates for any of your coursework and you have up to 18 months to complete your program.

To contact your Instructor Donna, please email [instructor@blackstone.edu](mailto:instructor@blackstone.edu). Any general questions, please email [info@blackstone.edu](mailto:info@blackstone.edu).

Your course is broken down into units. Students who pay in full for their program have access to all course materials. Students who enroll under a monthly payment plan have access to a new unit every month upon making their monthly payment.

The program is broken down into 16 study units.  
All course material is included in your tuition.

- **Unit 1** - Blackstone's Skills for Success pg. 1
- **Unit 2** - Introduction to Computers, Keyboarding and Office Technology pg. 1
- **Unit 3** - Dental Office Management 1 pg. 2
- **Unit 4** - Dental Office Management 2 pg. 2
- **Unit 5** - English Usage and Written Communication pg. 3
- **Unit 6** - Time and Stress Management pg. 3
- **Unit 7** - Dental Office Management 3 pg. 4
- **Unit 8** - Dental Office Management 4 pg. 4
- **Unit 9** - Professional Development and Medicolegal Ethics pg. 5
- **Unit 10** - Critical Thinking Skills pg. 5
- **Unit 11** - Dental Office Practice 1 pg. 6
- **Unit 12** - Dental Office Practice 2 pg. 6
- **Unit 13** - Dental Office Practice 3 pg. 7
- **Unit 14** - Creating an Effective Workplace Environment pg. 7
- **Unit 15** - Management Practices and Principles pg. 8
- **Unit 16** - How to Find A Job In Healthcare pg. 8

Our graduates are eligible upon completion of their Dental Office Assistant course to sit for national certification through these organizations.



Graduates of Blackstone's administrative dental assistant training program are eligible to sit for certification through the Dental Assisting National Board (DANB), along with two years of full-time or four years part-time as a dental assistant, and a CPR certification.



Our online Dental Office Assistant Program is Nationally and Regionally Accredited through the DEAC and MSA.

It is important to check with the state licensing board or similar regulatory body in the state you plan to work in.



# What you receive with your program

Your program consists of eighteen units, including the following commercial e-books and electronic resources, to assist you step-by-step through the program.

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## *The Administrative Dental Assistant*

This comprehensive e-book, the core of the Administrative Dental Assistant program 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 Online Simulation Tool allows you to practice administrative procedures such as entering patient data, posting payments and scheduling appointments. With your e-book, *The Administrative Dental Assistant*, you will also gain access to additional administrative dental assistant program study materials and resources, including:

- Crossword puzzles to test your knowledge of key terms and concepts
- WebLinks with access to hundreds of online resources related to your studies

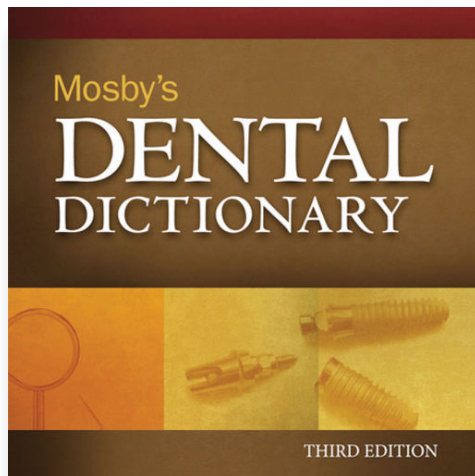
Textbook: *The Administrative Dental Assistant*, by Linda J. Gaylor, - Saunders/Elsevier. ISBN: 9781437713589.



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### *Mosby's Dental Dictionary*

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—a valuable reference for your Administrative Dental Assistant Program and beyond! Textbook: Mosby's Dental Dictionary 3rd Ed., by Mosby's Elsevier. ISBN: 9780323100120.



# Program Goals & Objectives

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- Identify common learning strategies
- Describe how computers, internet and electronic communication impact the workplace today
- Demonstrate knowledge of guidelines for grammar, punctuation, and written correspondence
- Evaluate written communications to identify problems and suggest solutions
- Describe the duties of a dental office assistant
- Demonstrate 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
- Identify and define dental nomenclature and related terminology
- Chart the oral cavity
- Discuss attributes of successful teamwork
- Describe the role of a supervisor as a manager and leader
- Explain the importance of medical ethics
- Compose effective resumes and cover-letters
- Consider ways to proactively search for work as a dental office assistant



## Blackstone's Skills for Success

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## Unit 1

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. **You will receive access to the Blackstone Typing Tutor.**

## Introduction to Computers, Keyboarding and Office Technology

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## Unit 2

Lesson 2 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.





## Dental Office Management 1

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## Unit 3

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. **You will receive access to the e-books: The Administrative Dental Assistant and Mosby's Denta Dictionary.**

## Dental Office Management 2

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## Unit 4

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.



## English Usage and Written Communication **Unit 5**

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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 finally sentence types and punctuation. This lesson is a great grammar tutorial or refresher. 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.

## Time and Stress Management **Unit 6**

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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.



## Dental Office Management 3

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## Unit 7

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.

## Dental Office Management 4

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## Unit 8

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.



## Professional Development and Medicolegal Ethics

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## Unit 9

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, deidentified information, and work area security.

## Critical Thinking Skills

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## Unit 10

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.



## Dental Office Practice 1

## Unit 11

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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.

## Dental Office Practice 2

## Unit 12

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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.



## Dental Office Practice 3

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## Unit 13

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.

## Creating an Effective Workplace Environment

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## Unit 14

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.



## Management Practices & Principles

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## Unit 15

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.

## How to Find A Job In Healthcare

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## Unit 16

This lesson discusses how to get ready for your job search. You'll learn how to write an effective résumé and cover letter. You'll learn about the different styles of resumés and the type of language used on resumés. 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.