

DENTAL OFFICE ASSISTANT PROGRAM OUTLINE



PROGRAM OVERVIEW

Blackstone's online Dental Office Assistant Program offers the working knowledge and skills needed to run a dental office smoothly. Our Dental Office Assistant Program prepares you for the various tasks an administrative dental assistant may encounter. For example, you will learn up-to-date CDT Dental Codes, HIPAA and OSHA guidelines, and practice administrative procedures such as entering patient data, posting payments, and scheduling appointments.



Certification may help meet employer requirements, access better career opportunities, and increase earning potential. Graduates of Blackstone's Dental Office Assistant Program qualify to sit for the National Entry Level Dental Assistant (NELDA) certification exam administered by the Dental Assisting National Board (DANB).

PROGRAM OUTLINE

Unit 1 | Blackstone's Skills for Success

Unit 2 | Introduction to Computers, the Internet and Electronic Communication

Unit 3 | Dental Office Management 1

Unit 4 | Dental Office Management 2

Unit 5 | English Usage and Written Communication

Unit 6 | Time and Stress Management

Unit 7 | Dental Office Management 3

Unit 8 | Dental Office Management 4

Unit 9 | Professional Development and Medicolegal Ethics

Unit 10 | Critical Thinking Skills

Unit 11 | Dental Office Practice 1

Unit 12 | Dental Office Practice 2

Unit 13 | Dental Office Practice 3

Unit 14 | Creating an Effective Workplace Environment

Unit 15 | Management Practices and Principles

Unit 16 | How to Find a Job in Healthcare

Blackstone's Skills for Success

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, the Internet and Electronic Communication

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

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 Dental Dictionary.

Dental Office Management 2

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



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

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

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

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

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

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



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

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

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

UNIT 14

Lesson 14 addresses factors that affect interpersonal communication and how these factors can be managed to communicate more effectively and build a successful workplace environment.

Management Practices & Principles

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

UNIT 16

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.

PROGRAM OUTCOMES

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

PROGRAM OUTCOMES

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



WHY CHOOSE BLACKSTONE

ADMISSIONS TEAM

STUDENT SERVICES

ACCREDITED SCHOOL

Blackstone Career Institute

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