



MCP's Premium Dental Receptionist courses will teach students the techniques and skills required to become a valuable dental assistant.

DENTAL RECEPTIONIST PROGRAM AND VOCATIONAL OBJECTIVES, GOALS AND OUTCOMES

The Academy's **9-week Dental Receptionist Program** OceanPointe's 9-week Dental Receptionist Program comprises of 134 total course clock hours:

- 33 lecture hours,
- 37 laboratory hours
- 14 hours of clinical and patient training, and
- 50 hours of externship with a local practicing dentist.

Each class period is 8 hours in length and meets on Saturday for 9 classes. Lectures, laboratory sessions and clinical training are followed by two weeks of externship at the end of the program. Patient clinicals are when students work directly with patients during scheduled clinic hours. Classes are taught as shown and the prerequisite for each class is completion of the previous class. Saturday classes are 4 hours in the morning and 4 hours in the afternoon following a one-hour lunch break.

One hour is 50 minutes in length.

It is required that students wear appropriate clinical dental attire.

Scrubs, safety glasses, gloves, and masks will be provided and are included in the program tuition. All students must wear long hair pulled back and clean shoes, no visible tattoos or piercings (other than earrings). We want our students to get used to being and looking like dental office personnel. The 50-hour Externship hours must be completed in two weeks.

Type of Graduation Award

The Academy's programs awards a Certificate in Dental Receptionist upon graduation.

The vocational objective of the **Dental Receptionist** program is to sufficiently train students to seek employment in a dental office as an entry-level dental receptionist.

The **Dental Receptionist** will train and educate students to:

- greet patients
- register new patients according to established office protocols
- assist patients to complete all necessary forms and documentation
- verify and update patient information
- inform patients of dental office procedures and policy
- move patients through appointments as scheduled
- enter all relevant patient information into data system
- maintain and manage patient records in compliance with privacy and security regulations
- answer and manage incoming calls
- respond and comply to requests for information
- schedule patient appointments
- confirm upcoming appointments and recalls according to office protocol
- check daily appointment schedule

- arrange patient charts for next day appointments
- fill in cancellations and no-shows
- organize referrals to other medical specialists
- dispatch lab work appropriately
- collect and receipt payments from patients at time of treatment
- inform patients of financial treatment plan options
- arrange payment schedule with patients
- prepare and mail billing statements
- prepare claim forms for dental insurance
- arrange supporting documents for insurance claims
- sort and distribute incoming and outgoing post
- monitor and maintain inventory of dental office supplies
- update patient education materials
- maintain a professional reception area
- safeguard patient privacy and confidentiality
- correctly store radiographs

PROGRAM OUTLINE - DENTAL RECEPTIONIST PROGRAM

Legend: LE-Lecture LA-Laboratory CL-Clinical EX-Externship DE-Distance Edu TOT-Total HW-Homework

COURSE	COURSE DESCRIPTION
DR 101	Orientation, Communication Skills, HIPAA, OSHA
	SIMTICS Clinical Infection Control Interactive Videos
	Total
DR 102	Human Dentition, Bones of the Head, Tissues Surrounding the Teeth, Head & Neck Anatomy
	Total
DR 103	Clinical Records Management, Dental Charting
	Human Dentition & Dental Charting Videos
	Total
DR 104	Scheduling and Recall Systems
	Total
DR 105	Dental Insurance Processing
	SIMTICS Clinical Radiology Interactive Videos
	MID-TERM EXAM
	Total
DR 106	Financial Management
	Total

DR 107	Office Equipment and Inventory, Information Management
	Total
Dr 108	Job Preparation, Office Procedures and Dentrux
	Total
	FINAL EXAM
CLN 101	Clinical
EXT 101	Dental Receptionist Externship
	Grand Total = Curriculum Clock Hours + Clinical+ Externship

DENTAL RECEPTIONIST COURSE DESCRIPTION

DR 101 - Orientation to the Dental Profession, Interpersonal and Communication Skills

Explanation of homework assignments in the textbook, and demo of the simulation software and other videos. Office tour and orientation/operation of all equipment. View patient education videos prn to get “up to speed” as to the scope of modern dental treatments available. Students are oriented to the school and receive our video platform on-boarding. General Introduction to terminology and equipment, including vocabulary and definitions, Equipment set up and list, maintenance and safety review.

Review patient communications, telephone skills, and patient relations, divisions of specialties in dentistry; Review professionalism, dress and personal appearance; HIPPA regulations as related to patient confidentiality. Discussions covering the non-technical sides of Dental Assisting, including professionalism, the dental team, law, and ethics.

Students are taught basic infection control and how to wash hands properly, Disinfection control and procedures and placing barriers in the treatment room, plaster room, sterilizer room, and in the dental office. Covers mechanisms of disinfection, sterilization, OSHA, MSDS sheets. The goals of infection control are discussed together with Occupational Safety and Health Administration (OSHA) requirements and standards.

Demonstrate opening and closing procedures in the dental front office.

DR 102 - Human Dentition, Anatomy

Students will learn the form and structures of the human natural teeth in the dental arch. Topics also include the method of identifying teeth by reviewing using the Universal Numbering System for permanent and primary teeth. Tooth identification by name, number and letter; Review Oral Anatomy, including structures and tooth surfaces. Introduction to tooth nomenclature, dental anatomy and “landmark teeth.”

Students will learn the basic anatomy and physiology of the human skull. They will learn in more detail about the human dentition, tissues surrounding the teeth and head, as well as the anatomy of the neck. Topics include the cranium and bones of the face, the Temporomandibular Joint (TMJ) and muscles of mastication. Students will learn about the tissues supporting the human teeth including

the alveolar process, the periodontal ligament and the gingiva (gums) which are collectively known as the periodontium.

The students are taught and asked to prepare a dental chart using appropriate symbols and abbreviations using hand charts and in Dentrix Patient Management Software. Students will learn how to document the present dental conditions of the patient and the dental services to be

rendered. This serves as a legal record of the patient. The student will demonstrate proficiency in patient positioning and dental lighting.

DR 103 – Records Management, Dental Charting

Patients' records must be kept in an organized fashion so that information may readily be looked up. There are certain forms that must be kept inside the patients' records folder, whether it be in a hard copy format (paper) or digital format (on the computer). This week you will learn how to organize a patient's chart. Inside a patient's chart, are several forms, the dental chart and x-rays. In addition, flags, or red post-its, are used to alert the staff of any allergies and conditions.

Many times, the front-office staff must call the patients ahead of the scheduled appointment to remind them to take any pre-medications before the visit.

A "Consent Form" must be included in the patient's file, and would need to be signed by all patients. It is especially useful if a patient was to say, decline a full-mouth diagnostic radiographic survey, and a cavity was missed.

Charting, which refers to drawing symbols on a dental chart, is used to notate the dental work existing in a patient's mouth, and the dental work that needs to be done in the future. On the dental chart, notes are taken, explaining in detail the date and all procedures and interactions with the patient. This week the student will learn how to identify tooth numbers, how to identify tooth surfaces, the different types of teeth and dental charting techniques.

DR 104 - Scheduling and Recall Systems

This week you will learn the principles of scheduling. Please keep in mind when learning the allotted time for procedures, that different doctors prefer different time amounts for procedures. When you secure a job in a front office, you will need to ask how much time your doctor requires for procedures.

After this week, the student will be able to schedule a patient using correct scheduling techniques and principles.

DR 105 - Dental Insurance Processing

Different dental offices approach billing in different ways. Some strictly bill the insurance company, others accept a combination of payment from the insurance company, as well as from the patient. Some accept only payment from the patient, and do not deal with insurance companies directly. This week you will learn the concepts behind creating a payment plan or installment plan for patients, as well as other customer service techniques.

As you go through the activities in this module, you will learn about different types of insurance plans. There are three types: Indemnity plans, P.P.O plans and D.M.O. plans.

After this week, the student will be able to create a customized payment plan for a patient, submit an insurance claim and read an Explanation of Benefits document.

MID-TERM EXAM

DR 106 – Financial Management

This week the student will learn concepts of bookkeeping for manual and computerized systems. The student will learn how to collect patient and insurance payments and make payments to other companies. The ledger card and patient statements; posting payments to the patient account; creating a payment plan; properly handling collection calls; daily journal use; properly balancing petty cash; common dental office reports. Dental practice overhead costs; making bank deposits; processing invoices; writing out and documenting checks; performing a bank reconciliation; the three basic types of payroll; business tax reporting basics.

DR 107 - Office Equipment and Inventory, Office Equipment and Inventory, Information Management

Students will learn information management, from basic principles and information types to filing equipment and supplies. They'll review how to prepare clinical records and become familiar with business documents.

Students will learn about dental practice information systems and their components. They'll learn about telecommunication including telephone systems and intra-communication and will the opportunity to learn about basic dental office machines and the office environment the administrative dental assistant should expect to experience.

All dental office staff should know how to mount and store x-ray films. Mounting and storing x-rays can be the responsibility of the front office. The student will learn how to properly mount a set of radiographs and the proper method for storing. A front office assistant might need to make duplicates of radiographic surveys if needed. Reasons are either to send to an insurance agent, if the patient is changing dentists, or to send to a specialist.

DR 108 – Job Preparation, Office Procedures, and Dentrix

Strategies on landing your first job in a dental front office position.

The student will be able to Create a resume, conduct a successful job search, and be interviewed successfully. Job interviewing Skills – discuss the importance of being on time, dressed professionally, and ready to perform. A mock interview will be held with each student to practice the interview process.

Office procedure include role playing of telephone techniques, front office administration, including making appointments, billing, checking patients in and out. Practice proper phone answering techniques on each other, role-play making appointments, asking for money and making payment arrangements. Students will learn the importance of first impressions on a new patient, welcoming a new patient. Soft skills are taught to a high proficiency level. Review of Dental insurance terms. Insurance codes and filing dental insurance.

Dentrix- Patient Charting – Students will learn how to chart existing conditions, and treatment plans, using procedure buttons and codes. Additionally, they will gain knowledge in how to write up a clinical chart and progress notes, and customize the patient chart.

Perio Charting - Proper recording of pocket depths, bleeding points, suppuration, mobility and furcation grades. Learn how to work with hygiene templates in the clinical notes, and customize navigation systems.

Treatment Planning - Phasing treatments and preparing a professional looking written presentation for patients. Students will also learn how to pull in disclaimers to customize treatment plans along with track lab cases.

Scheduling – Review of basic front office functions that all assistants and hygienists need to know for following up on patients. This includes scheduling, treatment plan reports, recare reports, family file, and scanning documents.

Review of Charting and Treatment Planning.

All OSHA regulations will be discussed as it pertains to the dental assistant.

Final Theory/Practical Exam

Final written exam, and Final practical front office exam;

The Didactic portion will consist of 50 – 100 multiple choice questions concerning all subjects covered in the 7- week lecture and lab component of the program.

The practical Final will consist of mock front dental office skill sets (Station 1 -billing and insurance procedures), (Station 2 Scheduling Procedures) (Station 3 Bookkeeping Procedures), (Station 4 Dentrix Software and Charting Procedures) (Station 5 Record-Keeping Procedures) (Station 6 Storing Radiographs Procedures).

CLN 101 – CLINICALS – (14 hours) Students will schedule 2 hours per week of clinical training/shadowing experience starting week 3 during normal clinic patient hours. Students are introduced to the members of the front office dental team, current professional trends and the various operations within a dental office, including receptionist duties, bookkeeping, and chairside personnel. Students will have the opportunity to observe, shadow, and participate in our dental office operation.

EXT 101 - EXTERNSHIP - (50 hours) This course is designed to expose the student to the complete dental office environment. The student will be assigned to a 2-week rotation in the dental practice. Travel may be required to approved externship sites. This course requires a final evaluation and time-cards (provided) and further prepares students for employment as a dental assistant. The externship is scheduled during the work hours of the assigned office. The work schedule is typically during daytime hours of the work week, but may involve early evening hours as well, based on the needs of the clinic. (Prerequisite: Dental Receptionist Program)