



Dental Office Assistant – M105 150 Hours

Overview

The Dental Office Assistant course reflects the latest information on operating a dental office. It's logically organized to cover all of the various tasks an administrative dental assistant encounters. It includes CDT-5 Dental Codes, HIPAA (Health Insurance Portability and Accountability Act) and OSHA (Occupational Safety and Health Administration) guidelines, plus examples of key equipment, forms, and computer technology. A companion CD-ROM simulates dental practice management, offering opportunities to enter and update patient data, post payment and treatment procedures using dental codes, submit e-claims for payment, evaluate reports, and schedule appointments.

You'll also learn about patient care, as well as how to assist with dental office administrative duties. You will acquire the essential skills you need to become an entry-level administrative dental assistant.

Learn about:

- Communication Skills and Telephone Techniques
- Patient Relations
- Dental Healthcare Team
- Patient Clinical Records
- Dental Patient Scheduling
- Dental Insurance Processing
- Inventory Management
- Financial Arrangements and Collection Procedures
- Bookkeeping Procedures: Accounts Receivable & Payable

Outline

Dental Office Assistant Module 1 The Dental Assisting Profession

- Orientation to the Dental Profession
- Good Personality Traits
- HIPPA
- OSHA
- Professional Ethics
- Legal Standards
- Basic Dental Office Design



- Dental Anatomy
- Dental Numbering System
- Charting Methods
- Dental Procedures
- Chairside Dental Assisting Duties
- Interpersonal and Communication Skills
- Barriers to Effective Communication
- Improving Communication
- Telephone Techniques
- Written Correspondence
- Patient Relations
- Psychology and Positive Image
- Dental Healthcare Team

Dental Office Assistant Module 2 Patient Records Management

- Patient Clinical Records
- Components of the Clinical Record
- Collecting Information
- Clinical Records Risk Management
- Computerized Clinical Records
- Information Management
- Filing Methods
- Filing Equipment and Supplies
- Preparing Business Documents
- Dental Patient Scheduling
- Mechanics of Scheduling
- The Art of Scheduling
- Time-Saving Techniques
- Recall Systems
- Methods for Recalling Patients

Dental Office Assistant Module 3 Financial Management

- Dental Insurance Processing
- Types of Dental Insurance
- Insurance Coding
- Methods of Filing Insurance Claims
- Insurance Payments
- Insurance Tracking Systems
- Completing Dental Claim Forms
- Fraudulent Insurance Billing
- Inventory Management System
- Types of Supplies, Products and Equipment



- Selecting and Ordering Supplies
- Financial Arrangements and Collection Procedures
- Designing a Financial Policy
- Managing Accounts Receivable

Dental Office Assistant Module 4 Bookkeeping Procedures

- Accounts Receivable
- Components of financial Records Organization
- Billing
- Pegboard System
- Managing Patient Transactions
- Reports
- Accounts Payable System
- Check Writing
- Reconciling a Bank Statement
- Computerized Check Writing
- Payroll & Payroll Services

Dental Office Assistant Module 5 The Modern Dental Office

- Office Equipment
- Electronic Business Equipment
- Telecommunication
- Intra-office Communications
- Office Machines
- Computers in the Dental Office
- Dental Practice Software
- Selecting a Software Package
- Electronic Scheduler
- Electronic Billing & Insurance Processing
- Employment Strategies
- Career Opportunities
- Getting a Job

Course Materials included