



## Dental Reception Coordinator Program

CREDENTIAL: CERTIFICATE

PROGRAM: FULL-TIME

Learn the complete skills to manage a dental office in 5 months including dental terminology, radiography, and dental software. Classes run Monday to Friday, 9am to 5pm. Clinical / Practicum hours and days may vary.

### TERM1

Dental Administration	Level 1
Dental Communication	Level 1
Dental Theory	Level 1

### TERM2

Dental Administration	Level 2
Dental Communication	Level 2
Dental Theory	Level 2
Dental Radiography	
Practicum	

**Program Description**

The Dental Reception Coordinator program is offered on a full time basis, over two terms. Term 1 consists of theory, while Term 2 consists of theory and clinical dental radiography.

The theory courses are presented through lectures, small group discussions, seminars, online activities, assigned readings, self-study and dental management software. Clinical radiography skills are presented and practiced in the dental clinic. The clinical competencies are developed on manikins, peers, and patients. Acquisition of computer and radiography skills are enhanced through practicum rotations to dental practices.

**What you will learn**

Upon completion of this program, the graduate will be able to:

- Apply the Standards of Practice and bylaws of the College of Dental Surgeons of British Columbia for a Dental Reception in practice to provide safe and competent patient care.
- Integrate knowledge and critical thinking skills in dental reception practice.
- Use problem-solving strategies and decision-making processes in dental reception practice.
- Integrate ethics and professionalism into dental reception practice.
- Demonstrate professional responsibility and accountability in dental reception practice.
- Demonstrate use of self-reflection to enhance office management and ensure quality dental reception practice.

**Admission Requirements**

- Grade 12 graduation, or equivalent.\*
- English 12 with a C grade or equivalent.\*
- English Language proficiency \* at a grade 12 level.

## Learning Objectives

Upon successful completion of the program the student will be the ability to:

- Schedule and confirm dental appointments
- Attend telephone calls and respond back to callers
- Communicate messages for dental staff and patients
- Learn dental terminology
- Learn to use the dental software efficiently and effectively
- Prepare new and maintain and update old patient files and records
- Interview patients and collect the required information and documents in order to complete their registration forms, documents and medical histories.
- Demonstrate understanding and complete dental insurance and other dental claim forms.
- Confirming dental insurances
- Billing of dental services to dental insurances and collecting payments from patients
- Enter and format electronically based dental reports and documents
- Prepare daily day end and month end reports and submit to management
- Maintain confidentiality and adhere to privacy of information regarding patient's records
- Taking radiographs safely on patients
- Processing of the radiographs
- Safely use of dental radiography equipment

## Evaluation

Students may be assessed using one or more of the following:

- Assignments
- Projects
- Presentations
- Exams
- Quizzes
- Practicums

## Completion Completion

Students need to pass all the courses with at least 70% marks and get a "pass" from the supervisor in their skills course and practicum.

**Program Duration** 840 hours: 24 weeks

- Classroom Experience = 700 hours
- Practicum = 140 hours

**Homework** Students should be prepared to complete 2-3 hours of homework outside of the classroom

**Course material and resources** Textbooks or other supplies as outlined within each course



# PROGRAM ORGANIZATION

COURSE		# of HOURS
Dental Administration	Level1	100
Dental Communication	Level1	100
Dental Theory	Level1	100
Dental Administration	Level2	100
Dental Communication	Level2	100
Dental Theory	Level2	100
Dental Radiography		100
Practicum		140
		<b>TOTAL 840 HOURS</b>

Please contact our office if you require any further information.