

Dental Administrative Assistant

Diploma

Program Introduction

With an aging population, the tremendous advances in technology, and our demand for the best quality of life, the healthcare industry is facing a growing shortage of well-trained personnel. This program is designed to provide employment-ready, comprehensively trained graduates.

Successful graduates will earn the CMAP® – Certified Medical Assisting Professional designation, in addition to their diploma. They are fully qualified to work in a hands-on administrative/clinical support capacity in any medical field, such as dental practices (both large and small), as well as in a variety of healthcare industries. Some of their tasks and duties include:

- Implementing an organized, functional scheduling and recall system that meets the needs of the entire medical/dental healthcare team
- Utilizing verbal and non-verbal communication skills with both the medical/dental office healthcare team and the patients
- Accurately collecting information needed for patient charts and completing and maintaining of same
- Understanding of the types of dental/health insurance, insurance terminology and coding required for completion of claim forms
- Maintaining accurate records in the management of accounts payable and receivable and implementing proper collection procedures in accordance with established policies

Program Objective

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in any medical setting, with special skills suited to working in a dental practice. Skill development is delivered in three areas.

- Comprehensive medical administrative knowledge, including medical terminology, anatomy and physiology, pharmacology, hospital and medical office administration, and clinical procedures. Specialty

dental administrative assistant training prepares the student with the additional knowledge and skills necessary for working in a dental setting.

- Full-range of computer and office skills, including current software applications, keyboarding skills, general office management, accounting, personal and professional development, and customer service.
- On-site work-experience through participation in a one-month placement at an approved healthcare/dental facility.

Of Interest To

Individuals with a strong desire to work as an integral part of the healthcare team, and who also:

- Enjoy performing a variety of duties in a caring, gracious and professional manner
- Place a high value on confidentiality, discretion, support, and detachment
- Have a keen interest in gaining knowledge in the healthcare services field
- Demonstrate a strong personal and professional commitment to achieving excellence in a healthcare administrative capacity

Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements:

To obtain a diploma, students must achieve a minimum 75% in each course, as well as successfully complete the one-month placement.

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Instructor-led training



Admission Requirements

- Excellent communication and interpersonal skills
- A strong commitment to confidentiality and integrity
- Excellent organizational and time-management skills
- Successful completion of admissions interview and testing for adequate entry-level skills
- Completion of Grade 12 or equivalent and meet the minimum provincial age requirement
- Two letters of reference regarding personal character
- A recent, clear Criminal Records Check.
- Good command of the English language (both written and oral)

Career Opportunities

Graduates of this program are qualified to work in a wide variety of healthcare settings and occupations. Job titles vary, but graduates are an integral part of many healthcare settings, such as:

- Hospital nursing units or outpatient departments
- Hospital admitting/ER departments (e.g., switchboard, cash desk, information centre, patient registration, and morgue)
- Ambulatory/outpatient departments
- Diagnostic lab/x-ray departments
- Medical finance and administrative departments
- Health records departments
- long term and extended care departments
- Physicians' offices, clinics, mental healthcare centres, and allied healthcare centers
- Walk-in care centers
- Day care and ambulatory clinics
- Group homes and community living societies
- Insurance companies
- Operating room booking/bed booking
- Complementary and alternative medicine clinics (e.g., chiropractic and acupuncture centres)
- Physical and occupational therapy clinics
- Medical supply companies
- Dental practices (private and corporate)

Competencies upon Completion

CORE COURSES

- **Keyboarding**
- Minimum 40 words per minute (WPM)
- **Operating Systems**
- Basic level of proficiency in a Windows operating system

- **Word Processing**
Intermediate level of proficiency in Microsoft Word
- **Spreadsheets**
Basic level of proficiency in Microsoft Excel
- **Office Skills**
Microsoft Outlook Level 1, Basic Bookkeeping Level 1, Introduction to the Internet, and Introduction to Personal Computers for End Users
- **Business Skills**
Customer Service
- **Help Desk & Call Centre Skills**
Telephone Communication Skills
- **Healthcare (Instructor-Led)**
Dental Administrative Assistant Level 1 and Level 2, Career Vitals Exercises, and Placement