EXCELSIOR COLLEGE

7 Columbia Circle, Albany, NY 12203-5159
Phone: **518.608.8211** | Toll Free: **888.647.2388** | Fax: 518.464.8777
WWW.EXCELSIOR.EDU/CPD

CENTER FOR PROFESSIONAL DEVELOPMENT

ADMINISTRATIVE DENTAL ASSISTANT

150 Hours/12 Months/Instructor-Facilitated
Course Code: **CPD022** || Course Cost: **$1595**

OVERVIEW

This nationally recognized Administrative Dental Assistant Online Certificate Program will teach you the essential skills for managing the business aspects of a dental practice and becoming an administrative dental assistant. You'll learn about dental terminology and anatomy, medical records management, accounts receivable and reimbursement management, insurance and patient billing, patient scheduling, and procedural and diagnostic coding. The Administrative Dental Assistant Online Program will prepare you for a new career working in a dental office.

OBJECTIVES

Upon successful completion of the Administrative Dental Assistant program, you will:

- Understand the role of the administrative dental assistant
- Communicate effectively with patients and coworkers
- Relate to patients in a professional, caring manner
- Understand teamwork in the dental office
- Maintain quality patient records
- Understand information management in the dental office
- Become proficient with scheduling and recall systems
- Know how to process dental insurance
- Perform inventory management and equipment maintenance
- Know bookkeeping and collection procedures

MATERIALS INCLUDED

- *The Administrative Dental Assistant*
- *Student Workbook to Accompany the Administrative Dental Assistant*
- *Dentrix Learning Edition*

OUTLINE

1. The Dental Profession
    a. Orientation to the Dental Profession: Dental Basics

2. Interpersonal and Communication Skills
    a. Communication Skills and Telephone Techniques
    b. Written Correspondence

   c. Patient Relations
   d. Dental Healthcare Team Communication

3. Records Management
   a. Patient Clinical Records
   b. Information Management

4. Scheduling and Recall Systems
   a. Dental Patient Scheduling
   b. Recall Systems

5. Dental Insurance Processing

6. Financial Management
   a. Financial Arrangements and Collection Procedures
   b. Bookkeeping Procedures: Accounts Receivable
   c. Bookkeeping Procedures: Accounts Payable

7. Office Equipment and Inventory
   a. Inventory Management
   b. Office Equipment

8. Computers in the Dental Office

9. Employment Strategies

COMPUTER REQUIREMENTS

To complete this program, you will need a PC running Windows XP. The online portion of this program is compatible with Windows Vista; however, the required CDs that accompany the texts are not yet available for Windows Vista or Windows 7. You will need to have an Internet connection (high-speed recommended) and an active email account. Adobe Flash Player and Adobe Acrobat Reader are also required for this program.

INSTRUCTOR BIO

Cindy Lamkin has been employed in the dental field for over 20 years. She graduated from the University of South Dakota with a degree in dental hygiene. In addition to practicing clinical hygiene, she has also worked in dental office administration and treatment coordination. Her career includes general dentistry, as well as specialty practices of periodontics, endodontics, pedodontics, and orthodontics. Cindy has both her Registered Dental Assistant and Registered Dental Hygienist credentials, and she is licensed to practice in multiple states.