

# Dental Administrative Assistant

## Certificate

---

### Program Information

With the aging population, the tremendous advancements 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 who can work in a dental office.

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 dental team
- Utilizing verbal and non-verbal communication skills with both the dental office team and the patients
- Accurately collecting information needed for patient charts and completing and maintaining of same
- Understanding of the types of dental 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

### Prerequisites

- An Administrative Assistant diploma from Academy of Learning Career College within the last two years, OR
- An Administrative Assistant diploma from another accredited institution within the last two years; prospective students may use Credit for Prior Learning
  - On transcript
  - By challenging courses
- Exceptions may be considered in consultation with the Academics Department

### 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)
- N-95 Mask Fit Testing which may be a mandatory requirement based on provincial requirements
- Hepatitis B, other vaccinations and/or a TB test may be required

### Program Objective

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

- Introductory level anatomy and pathology as it pertains to a dental environment, dental office administration and software, and dental clinical procedures.
- Full-range of computer and office skills, including current software applications, keyboarding skills, general office management, accounting, personal and professional development, and customer service.

### Program Notes

Financial assistance may be available to qualified students.

Graduation requirements: students must achieve a minimum program mark of 75% to obtain a diploma, as well as the successful completion of a 160-hour work experience.



## Of Interest To

Individuals with a strong desire to work as an integral part of the dental 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 dental services field
- Demonstrate a strong personal and professional commitment to achieving excellence in a dental administrative capacity

## Career Opportunities

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

- General or Family Dental Clinics
- Endodontic Specialty Clinics
- Maxillofacial Radiology Clinics
- Oral and Maxillofacial Surgery Clinics
- Oral Pathology Clinics or Departments
- Orthodontic Clinics
- Pediatric Dental Clinics
- Periodontics Clinics
- Prosthodontic Clinics
- Public Health Dental Clinics

## Program Breakdown

- Dental Administrative Assistant Level 1
- Dental Administrative Assistant Level 2
- Dental Administrative Assistant Level 3

