

DISCOVERY COMMUNITY COLLEGE

SCHOOL of DENTAL SERVICES

Dental Reception (DR)

Curriculum Guide

Development Date: July 2020

Recent Revisions: October 2020; December 2020, April 2021, Sept 2021, Nov 2021, May 2022, June 2022, July 2022; April 2023.

Current Revision: June 2023.

PURPOSE

Students in the Discovery Community College Dental Reception Program will learn the theoretical and practical skills of a dental receptionist. Graduates will possess the skills, knowledge, and attitudes of entry-level dental receptionists to successfully begin their careers in dental practice.

PROGRAM Methods of Delivery

This program may be offered in three delivery models:

- In person in the classroom at a DCC campus with work experience placements in the community.
- In person online (synchronous) with work experience placements in the community.
- Blended in person in the classroom and in person online (synchronous) with work experience placements in the community.

PROGRAM DESIGN

Dental Reception program (certificate)	Hours	Weeks	Delivery method
Orientation courses (100 hours):			
▪ GO 901 Get Oriented – online learning, DCC policy & procedure, financial literacy.	20	1	All courses in class or online
▪ IT 701 Introduction to computers.	60	3	
▪ ES 501 Employability skills	20	1	
Dental reception theory (240 hours) courses:		12	
▪ DR 100 Business communication	60		All courses in class or online
▪ DR 101 Dental terminology	60		
▪ DR 102 Client records	60		
▪ DR 103 Dental office procedures	60		
Work Experience – Practicum (64 hours) course (Two weeks, four days per week, eight hours per day.	64	2	On site
Totals	404	19	

Learning Outcomes for DR program

Graduates of the Discovery Community College Dental Reception Program will have the following entry-level competencies to practice as a dental receptionist:

- Theoretical knowledge of the oral cavity for educating patients, scheduling appointments, billing dental services, and communicating with health professionals.
- Practical skills in keyboarding, business communication, conflict resolution, accounts receivable and payable, maintaining patient records, inventory control, and appointment scheduling using dental software.
- Professionalism as demonstrated by the ability to communicate and work collaboratively with the oral health care team.
- Maintain patient confidentiality and privacy.

Career Occupation

The Dental Reception program prepares students for administrative occupations as office administrative assistants. Examples include medical administrative assistants (NOC 2021 13112).

ADMISSION REQUIREMENTS

Revised: 2023-06-02

Applicants must meet all these requirements prior to acceptance into the program:

- Grade 12 graduation from BC secondary school or equivalent*, or equivalent* from another school system, or be a mature applicant (19 years of age on the first day of class)
- If a mature applicant, then provide proof of completion of grade 10 English from a BC secondary school or equivalent* from another school system or complete one of the following assessments:
 - Accuplacer
 - Next generation reading minimum score 230.
 - Next generation writing minimum score 230.
 - Canadian Language Benchmark Placement Test (CLB PT) within one year of application
 - Listening 6
 - Speaking 6
 - Reading 6
 - Writing 6
 - International English Language Testing System (IELTS) – academic or general test within the last two years
 - Overall score of 5.5 with a minimum of 5.5 in each of speaking, listening, reading, and writing
 - Test of English as a Foreign Language (TOEFL)
 - Overall score of 46-59
 - Reading 8-12
 - Writing 18-20
 - Speaking 16-17
 - Listening 7-11
- Signed consent for a criminal record check under the Criminal Records Review Program (CRRP).

Applicants must meet with a DCC Admissions Advisor and complete the required documents.

*Equivalent:

For detailed information about equivalencies please speak with your DCC Admissions Advisor. Entrance requirements may be met with evidence of secondary and post-secondary studies at an equivalent level, and/or with successful assessment testing.

Criminal Record Checks

Discovery Community College will submit each applicant's criminal record check (CRC) on-line to the Criminal Record Review Program (CRRP). The status of the CRC does not automatically prevent an applicant from attending this program. However, any CRC that reveals "relevant" offences may make it difficult or impossible to place the student in a practicum. Students who cannot be placed in a practicum cannot graduate from this program and will be withdrawn.

METHODS of EVALUATION

Student progress and success will be assessed regularly throughout the program. This will be accomplished using a variety of evaluation tools. Assessment items used are fully described in course outlines.

The passing grade for all courses is 70%, or a pass in courses that are graded with a pass/fail. Students are required to pass all courses in the program before moving on to work experience. Each course within the program must be passed to graduate.

GENERAL INFORMATION

Course information will be given to students at the beginning of each course.

For online learning, students will require a suitable device such as a laptop computer (preferably using Windows operating system), and access to internet services. We recommend a laptop with a keyboard (not just a touch screen) and additional devices such as a cell phone or tablet to use as a reading device for digital textbooks.

This program is offered in a cohort instructor led learning format. Primary methods of instruction will include lectures, demonstrations, role plays, videos, games, interactive technologies, discussion, practice, individual guidance, and small group instruction. DCC uses MS Office 365 Teams and Moodle to host content, evaluate, and guide students; and MyLab IT to host some content. All students will receive a free license and access to student software while enrolled in this program.

Work Experience – Practicum Placement

Practicums, which are held in private dental practices, are based on an eight-hour workday. Practicums may occur anywhere in the Lower Mainland and Fraser Valley. Students must supply their own transportation.

The following requirements are not within the control of Discovery Community College. They may change at any time, including between enrollment in the program and participation in any of the practice experiences that each student must complete. Participants in the program must comply with these requirements as described at the time their practice experience is scheduled.

Immunizations Recommended

Applicants must submit an immunization record indicating their current immunizations prior to the start of the program. In the absence of an immunization record, students must have serology testing to check their immunization status. Since students will be entering a health care setting for their practicum, the following immunizations are recommended:

- Coronavirus (Covid-19)

- Hepatitis B
- MMR (Measles, Mumps, Rubella)
- Varicella (chickenpox)
- DTaP (Diphtheria, Tetanus Pertussis)
- Polio
- Tuberculosis – negative skin test; if skin test is positive then a negative x-ray is required.
- Influenza (this vaccine is only available in certain months of the year; Health Canada recommends health workers get the influenza vaccine when it is available).

Immunization requirements are not within the control of Discovery Community College and may change at any time. As of February 2022, the BC Provincial Health Officer issued a public health order requiring all regulated health professionals to be fully vaccinated against Covid-19. The College of Dental Surgeons of BC (CDSBC) expects that every registrant will comply with all applicable PHO orders, directives, and recommendations (information is available at the CDSBC website). Students who do not comply may not be accepted into a practicum placement. Students who cannot complete the practicum experiences cannot graduate from this program and will be withdrawn.

Schedules

Schedules may vary, and students must be prepared to attend in person and online classes as scheduled. Schedules will be distributed at the beginning of the program. Class times may be subject to change. Students must be able to attend all classes: either in the campus classroom or in the online classroom, and at a host facility for work experience.

Resources and Equipment

The required textbooks and e-books for each program will be distributed as needed during the courses. The instructor will provide other resources such as online handouts, study aids, and other electronic resources as needed. The College maintains a collection of reference books on campus which all students have access to.

The required textbooks and online resources are:

1. Adler RB, Rolls JA, Proctor RF II. Looking out, looking in. 5th ed. Toronto, ON: Nelson; 2023.
2. Dofka CM. Dental terminology. 4th ed. Clifton Park, NY: Delmar Cengage Learning; 2021.
3. Baillargeon S. Dental office administration. 2nd ed. Toronto, ON: Top Hat; 2022.
4. Rapid typing sites:
 - a) www.rapidtyping.com (download is free) for online typing program
 - b) <http://rapidtyping.com/online-typing-games/must-pop-words.html> for typing games
 - c) <http://www.typeonline.co.uk/typingspeed.php> for typing test
5. College of Dental Surgeons of BC. Dental recordkeeping online course.
<https://www.cdsbc.org/practice-resources/cdsbc-courses/dental-recordkeeping>
6. ClearDent training videos available at <https://www.cleardent.com/free-tools/training-videos.php>

Recommended Student Characteristics

Before applying for this program, students should learn as much as possible about dental reception as a career. Successful dental receptionists are genuinely interested in helping people maintain oral health. They are self-motivated, responsible, and perceptive to others' needs. Students who have a desire to engage in professional reflection and to participate in class activities and discussions as speakers and active listeners will gain the most from this learning experience.

Students with the following characteristics can anticipate success in the program and in their future career as a dental receptionist:

- Work collaboratively with other health care professionals and clients.
- Support your peers with constructive feedback as well as graciously receive feedback from others.
- Apply feedback received from instructors, peers, and practicum hosts to continually improve.
- Have a healthy back, neck, and shoulders.
- Have a mature positive self-image with high standards of personal and professional integrity.
- Be able to move freely in confined spaces.
- Be able to speak confidently with people of all ages.
- Have proficient verbal and written English communication.
- Be able to concentrate and focus on details over considerable periods of time.
- Be able to work quickly with accuracy, efficiency, and neatness.
- Have excellent oral and personal hygiene.

Revisions

Information contained in this curriculum guide is correct at the time of publication. Content of courses and programs is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs. Students will be given notice of any changes as soon as possible.