



Dental Administrative Assistant

Detailed Program Curriculum

Program Description

The dental administrative assistant's role is pivotal to the effective daily operation of a dental practice. The dental administrative assistant, or DAA, has a significant role in bringing connection to their team of dental professionals and their patients.

Dental administrative assistant responsibilities revolve around providing administrative support and managing the efficient operation of the office. This program content will guide the student on how to develop and maintain a daily office routine, understand, and appreciate how office ergonomic considerations aid in work efficiency, organize and schedule meetings and appointments, build and maintain contact lists, and produce business and legal correspondence. The student will also learn how to efficiently use a keyboard and further develop their keyboarding skills. The program will expose and support the student to a complete understanding and appreciation of computer fundamentals and will provide the student with Microsoft™ products such as Word, Outlook, and Excel. The student will be able to explain the importance of maintaining records, consider various office filing systems, and develop an understanding of basic bookkeeping and accounting, as well as reception duties. The student will learn the importance of being part of the dental team and being the link between dental professionals providing clinical care and the patient. This program will identify and connect the student with the responsibilities of managing efficient operations in the dental office. The student will be familiar with reception duties, including greeting patients, updating information, confirming appointments, scheduling appointments, managing a recall system, contacting dental/doctor offices, patient management, telephone communication, and email etiquette. Consideration and study of patient management skills, professionalism, and the importance of being a detail-oriented problem solver will also be discussed. This program will prepare the student by educating them in basic clinical knowledge, such as anatomy, terminology, dental procedures, charting techniques, and protecting patient information. Special attention will be given to the impact of infection prevention and control and workplace safety in the clinical area of the dental practice and the business office. The student will gain knowledge and be trained in several software products, including Typesy, Fastfox, Maxident Dental Management, and QuickBooks Online. The course will also support the student with resume writing and interview skills.

The knowledge and training obtained throughout the program will ensure that the student is equipped with professional and ethical qualities and the skillset of a dental administrative assistant.

Career Occupation

This program is intended to prepare a student for the following occupations:

- treatment coordinator
- dental greeter
- dental receptionist
- dental practice manager

Admission Requirements

- Grade 12 diploma or be a mature student (aged 19 at the start of the program). A copy of the student's high school diploma is required if they are under the age of 19.
- A copy of government-issued photo identification, such as a driver's license, passport, or other ID that shows the student's date of birth, must also be supplied.
- Distance Learning students must have a PC (Mac or Windows based) with minimum computer requirements and Internet access (high speed is recommended) as highlighted under Computer Requirements section.
- If English is not the student's native language, the student must provide confirmation that they have achieved the minimum test score from one of the following:
 1. IELTS 6 or higher with no module less than 5.5

2. TOEFL with a minimum score of 60
 3. 5 Star English with a minimum grade of 70%
- Applicants must complete:
 1. the Distance Learning Assessment (for distance learning students)
 2. a typing test confirming that they meet our minimum typing speed of 30 nwpm (net words per minute)

Instructors and Educational Assistants

All instructors and educational assistants employed by CanScribe Career College are highly qualified and bring a wealth of knowledge and experience. They are dedicated to assisting every student through the program. Students will complete the program individually, self-paced, and online. Students will be provided with support from our instructional, student services, and IT departments.

Program Learning Objectives

Upon successful completion of the dental administrative assistant program, the student will be able to:

- develop personal financial planning skills to build a foundation for better financial awareness,
- identify and describe computer equipment and the functionality of Windows,
- discuss keyboarding and apply techniques within Typesy® software,
- demonstrate competency in software programs such as Microsoft Office, FastFox®, QuickBooks Online, and Maxident,
- identify and define dental terminology,
- identify the importance of the DAA (dental administrative assistant) role in dental practice,
- identify legal and ethical standards as they pertain to dentistry,
- recognize and compare dental practice models and processes,
- identify correct ergonomic factors in a workstation and office environment,
- perform a variety of office procedures,
- operate a variety of current office equipment,
- identify and describe the anatomy of the structures of the head, face, and oral cavity,
- identify and describe the structures and functions of the deciduous and permanent dentition,
- explain disease processes as it pertains to dentistry,
- describe all clinical procedures that pertain to dentistry,
- identify and describe all parts of a patient chart and how to enter information in the chart,
- recognize and distinguish describe microbiology and the role of microbiology in infection control,
- practice the basics of infection prevention and control in a dental environment,
- develop effective communication skills,
- recognize and plan all aspects for setting and holding meetings,
- apply time management techniques to solve problems in a timely fashion,
- apply communications techniques specific to the dental field,
- apply grammatical skills to produce proper business and legal documents,
- apply skills for managing human resources,
- demonstrate accurate and thorough basic bookkeeping and accounting skills manually and with QuickBooks Online,
- practice administrating and managing dental systems in a dental practice,
- practice clinical and administrative functions to navigate the Maxident Dental management software platform,
- develop marketing skills on a variety of platforms such as social media, analytics, landing pages, lead generation, fundamentals to building a website, SEO, and Google Ads,
- create a professional resume and cover letter and identify effective interview techniques, and
- apply dental administrative assistant skills while working through a simulated dental practicum.

Method of Evaluation

1. **Course Tests (20%)**
Students are encouraged to meet the benchmark score of 90% on all chapter tests. Chapter tests are weighted equally, combined, and averaged for a final grade.

2. **Case Studies (10%)**
Students will work through case studies and critical thinking activities that apply to the content of specific courses. Case study activities will be identified as graded at the end of the specified course prior to the course test. Case study activities are weighted equally, combined, and averaged for a final grade.
3. **Midterm Examination (20%)**
The midterm exam is cumulative from the beginning of the program and includes questions relating to all courses before the midterm.
4. **Simulated Interview (5%)**
The simulated interview is comprised of a cover letter and resume submission for a fictional job and a virtual interview based on the same job. Students must submit an edited version of their cover letter and resume and then make an appointment with an instructor for the virtual interview. The cover letter and resume submission are worth 40% of the grade, and the interview is worth 60% of the grade.
5. **Final Examination (40%)**
The final exam is cumulative from the beginning of the program. The final exam will be comprised of questions from every course in the program.
6. **Dental Office Online Simulation (5%)**
This grade is derived from the completion of the Dental Online Simulation Tool throughout the course. This tool acts as a simulated practicum. Students must complete this to graduate.

TOTAL 100%

Graduation Requirements

To meet the **graduation requirement** for the dental administrative assistant program, the student must have achieved a grade of C (60% or higher) to pass. The following table denotes CanScribe's Final Grade Percentages:

A+	95 – 100%	Dean's List
A	90 – 94%	High Honors
A-	85 - 89%	Honors
B+	80 – 84%	Merit
B	75 – 79%	
B-	70 – 74%	
C+	65 – 69%	
C	60 – 64%	
C-	55 – 59%	
D	50 – 54%	
F	Below 50%	

Students have access to an online grade book in their online program platform. This tool is for the student to access grades throughout the program. There are six components within the grade book: 1. Course Tests 2. Case Study Activities 3. Midterm Exam 4. Simulated Interview 5. Final Exam 6. Simulated Practicum.

Program Duration

Upon registration, each student is provided with a personalized timeline, including completion dates, to guide and assist with the program's time management. Full-time students proceed at their own pace and are tasked to complete the program in 8.75 months (257 days). An example of the basic timeline is as below:

Dental Administrative Assistant Program Timeline

Course	Estimated # of hours to complete	Estimated # of days to complete (7-day study week)
Introduction	3	1
Computer Fundamentals	30	10
Keyboarding	30	10
Personal Financial Planning	25	9
Microsoft Word	20	7
Microsoft Excel	30	10
Microsoft Outlook	16	6
Microsoft PowerPoint	20	7
Microsoft OneNote	8	3
Microsoft Access	16	6
Milestone 1		
Dental Terminology	60	20
Understanding the Dental Field	30	10
Dental Practice Models and Processes	20	7
Ergonomics Principles, Office Routines, and Time Management	25	9
Keeping Accurate Records	15	5
Midterm Exam	4	1
Clinical Knowledge and Practices	65	22
Infection Prevention and Control	20	7
Effective Communication and Meetings	25	9
Communication in the Dental Profession	15	5
Business Writing and Legal Documents	40	14
Milestone 2		
Human Resources	16	6
Introduction to Accounting	35	12
QuickBooks Online	10	3
Administrating Dental Systems	40	14
Dental Practice Management Software	50	17
Marketing	10	4
Career Development	20	7
Simulated Practicum	40	14
Milestone 3		
Final Exam	6	2
Total	744	257

Homework Hours

N/A. Online Delivery.

Homework hours are integrated into the program curriculum with an online delivery model; however, a student can expect to review and study materials to successfully complete course tests and exams.

Milestones

Milestones occur three times throughout the program and are triggered when the student reaches a specific point in the program. Students are encouraged to complete a short milestone survey, which an instructional team member then reviews. The instructor initiates contact to see how the student is doing, answers any questions or concerns, and ensures the student is making satisfactory progress through the program. Students are encouraged to contact the instructors **at any time** throughout the program when they need assistance.

Extensions

Students may be able to extend their program by purchasing extensions if their status is active and in good standing and they have not withdrawn or been dismissed from the program. Eligible students can purchase 1-month (\$150.00) and 3-month extension blocks (\$350.00). Extensions are always retroactive to the student's latest contract (or amended contract) end date. Extensions are not eligible for T2202 tax receipts.

Referrals

Referral rewards will be paid to a referring party for a student's enrollment if the enrollment meets specific criteria. The referrer must be noted on the student contract before the program start date. Referral rewards will be paid to the referee once the student has completed 50% of their program.

Course Surveys

Upon completion of each course, the student is encouraged to fill out a short course survey. It will ask for your experience with basic directions, activities, materials and resources, visual and audio elements, and instructor assistance for that course. There is room for comments, and all comments are welcomed. As many concerns can be resolved directly, we encourage you to leave your email contact information on the survey. Constructive feedback is welcomed and viewed as an excellent opportunity for us to enhance the program.

Required Textbooks, Reference Materials, and Industry Platforms

Students are responsible for and must purchase the **5th edition of The Administrative Dental Assistant by Linda J. Gaylor**. This textbook is referenced throughout the program, and quizzes and course tests have been created based on this book. It provides resources to which students can gain access to practice quizzes and exercises to reinforce learning objectives. Students will need to navigate through the **Dental Office Online Simulation**, which is also based on this digital textbook. The digital textbook is available through Elsevier.

Students are responsible for and must purchase the **4th edition of Dental Terminology by Charline Dofka**. This textbook is referenced throughout the program, and quizzes and tests have been created based on this textbook. The digital textbook is available through Cengage.

DC Institute is an additional resource provided by Dentalcorp that students can access in specific courses to provide additional learning support.

Typesy is a mandatory external program that students will gain access to in the Keyboarding course. This program will help develop typing skills and increase speed and accuracy. Students will have access to Typesy throughout their program. A Typesy license is included in the tuition fee. Typesy is compatible with both Windows and Mac computers.

Enriched Academy is an external platform to which students will have portal access during school and post-graduation. Students will be provided with a link and log-in information when they begin the Personal Financial Planning course.

QuickBooks Online is an automated online accounting program. Students will be provided with a QuickBooks Online course and will be required to use QuickBooks Online. Instructions will be given on how and when students need to access the program.

Microsoft Office Suite is a software package to be used in routine tasks. Students are required to have the Microsoft Office suite installed on their program before enrollment. There are multiple mandatory assignments throughout the program that will require the use of the Office suite.

FastFox® is a text expander software program that organizes frequently used text snippets in customizable categories for quick access, saving students hours of typing. A FastFox® license is included in the student's tuition fee. FastFox® is compatible with both Windows and Mac computers.

Computer Requirements

A computer is required for the entire program. Computer requirements are as follows:

- Access to high-speed internet
- A minimum of 8 gigabytes of RAM (Random Access Memory)
- Browsers: Google Chrome, Microsoft Edge, Firefox

Window-based PCs

- CPU: Intel i5 or higher
- Windows Operating Systems 10

Mac based PCs

- Mac OS X Yosemite or newer
- Browsers: Google Chrome, Microsoft Edge, Firefox, Safari

Academic Honesty

CanScribe Career College is committed to the highest standards of academic integrity and honesty. Students are urged to avoid any behavior which could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offense. Academic dishonesty is a serious offence and can result in suspension or dismissal from the program. Please see further details under the **Appropriate Conduct/Dismissal Policy** section in the CanScribe Student Handbook.

Program Outline

Introduction

Course Code: DAA0100

Prerequisites: None

Learning Objectives: In the Introduction course, the student will be exposed to the overall course objectives and expected learning outcomes of the program. The student will gain access to *The Administrative Dental Assistant* electronic textbook that will be used throughout the program. Additionally, this course will provide the student with important knowledge regarding becoming a dental administrative assistant, career outlooks, and why people choose this career.

Required Course Materials: *The Administrative Dental Assistant, Edition 5* by Linda J. Gaylor, *Dental Terminology, 4th Edition* by Charline M. Dofka.

Length: 3 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: No evaluative content for this course.

Completion Requirement: View all course material, purchase textbooks.

Course Outline:

- | | |
|--|---|
| 1.0 Academic Integrity | 5.0 Introduction to the Textbook |
| 2.0 Dental Administrative Assistant Introduction | 6.0 Career Outlook for Dental Administrative Assistants |
| 3.0 The Dental Administrative Assistant | 7.0 Why People Become Dental Administrative Assistants |
| 4.0 Learning Objectives | |

Computer Fundamentals

Course Code: COMP0200

Prerequisites: Introduction

Learning Objective: The student will become familiar with basic computer skills, including an introduction to keyboarding techniques, the use of hardware, software, peripherals, and wireless technology; use of the internet as a resource; and use of various methods for data storage and networking. Students will also accurately keyboard audio to text documents. Upon completion of this course, the

student will be able to identify hardware/software and internet components and have a better understanding of the equipment and how to use it.

Required Course Materials: No additional materials are required for this course.

Length: 30 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Computer Fundamentals course test.

Completion Requirement: View all course material, attempt course test.

Course Outline:

- | | |
|---|---------------------------------------|
| 1.0 Basic Computer Components and Terminology | 5.0 Windows 10 – Level 3 |
| 2.0 Online Applications and Cyber Security | 6.0 Windows 10 – Level 4 |
| 3.0 Windows 10 – Level 1 | 7.0 Computer Fundamentals Course Test |
| 4.0 Windows 10 – Level 2 | |

Keyboarding

Course Code: BUAA2200

Prerequisites: Computer Fundamentals

Learning Objectives: In this course, the student will demonstrate ergonomic keyboarding techniques and increase their typing speed and accuracy. Additionally, the student will use a text expander program, set up text expansion and identify all the different applications. The student will also use hotkeys and utilize the features of FastFox.

Required Course Materials: Typesy, Fastfox

Length: 30 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Keyboarding course test, completion of Typesy requirements.

Completion Requirement: View all course material, attempt Typesy, attempt course test.

Course Outline:

- | | |
|----------------------------|--------------------|
| 1.0 Keyboarding Techniques | 2.0 Text Expanders |
|----------------------------|--------------------|

Personal Financial Planning

Course Code: BUAA2910

Prerequisites: Keyboarding

Learning Objectives: In this course, the student will develop their knowledge and personal financial planning skills. This includes assessing the value of money and creating a clear foundation for better financial awareness. Students will identify what credit and credit history are and how it is built and managed. Further, students will analyze student loans before and after graduation, budgeting, and managing their payments. Students will be able to explain the stock market and how to apply investing skills. Students will define various savings practices, such as the TFSA (Tax-Free Savings Account) and RRSP (Registered Retirement Savings Plan), and how to set up and handle them successfully. Students will identify real estate investment and the industry of financial advisors. This course will guide the student in mastering their career and protecting their personal brand.

Required Course Materials: Access to Enriched Academy

Length: 30 hours

Teaching Method: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: There is no evaluative method for this course.

Completion Requirement: Students must attempt all chapter tests.

Course Outline:

- | | |
|---|---------------------------------------|
| 1.0 Money Myths | 8.0 Investment Properties |
| 2.0 Understanding Credit | 9.0 Retirement Planning |
| 3.0 How to Manage Student Loans | 10.0 The Industry of Financial Advice |
| 4.0 Where Are You Today? | 11.0 Career Mastery |
| 5.0 Beginner's Stock Market Investing Systems | 12.0 Leveraging Equity |
| 6.0 Advanced Stock Market Investing Systems | 13.0 Private Lending |
| 7.0 TFSA vs. RRSP | |

Microsoft Word

Course Code: COMPW600

Prerequisites: Personal Financial Planning

Learning Objective: The purpose of this course is to demonstrate the available features in Microsoft Word, such as copy and paste, find and replace, and how to format documents. Students will identify Word features to produce a professionally edited document. Upon completing this course, the student will be able to apply simple formatting to documents, create lists, change margins, paper size, and document orientation. The student will also be able to proofread and edit documents using the Spelling and Grammar check features. Students will practice word expander technology using AutoCorrect.

Required Course Materials: No additional materials are required for this course.

Length: 20 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Word course test.

Completion Requirement: Students must attempt the Microsoft Word course test.

Course Outline:

- | | |
|---|------------------------------------|
| 1.0 Level 1 - Introduction and Basics | 4.0 Level 4 – Managing Documents |
| 2.0 Level 2 - Importing, Navigation, and Formatting | 5.0 Level 5 – Objects and Printing |
| 3.0 Level 3 – Paragraphs and Page Layout | 6.0 Level 6 –Tables and References |

Microsoft Excel

Course Code: COMPE1000

Prerequisites: Microsoft Word

Learning Objective: This course is an introduction to Microsoft Excel. The student will describe an electronic spreadsheet, the Excel program, what it can do, identify elements within the program, and explain basic terminology. Upon completing this course, the student will demonstrate skills using Microsoft Excel as an electronic spreadsheet.

Required Course Materials: No additional materials are required for this course.

Length: 30 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Excel Course test.

Completion Requirement: Students must attempt the Microsoft Excel course test.

Course Outline:

- | | |
|--|--|
| 1.0 Level 1 – Introduction and Basics | 7.0 Level 7 – Sharing and Validating Data |
| 2.0 Level 2 – Cells and Worksheets | 8.0 Expert – Level 1 – Advanced Charting and Data Analysis |
| 3.0 Level 3 – Views and Layout | 9.0 Expert – Level 2 – Advanced Functions, Consolidating, and Auditing |
| 4.0 Level 4 – Formatting and Proofing | 10.0 Expert – Level 3 – Advanced Formulas, Macros and External Data |
| 5.0 Level 5 – Formulas and Functions | |
| 6.0 Level 6 – Presenting Data Visually | |

Microsoft Outlook

Course Code: CMPO600

Prerequisites: Microsoft Excel

Learning Objective: This course teaches the student how to use Microsoft Outlook and how to use ribbons, quick access toolbar, and a navigation pane. The student will demonstrate how to address, compose, read, reply, forward, and format email messages. Upon completing this course, the student will be able to use the features in their email program.

Required Course Materials: No additional materials are required for this course.

Length: 16 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Outlook course test.

Completion Requirement: Students must attempt the Microsoft Outlook course test.

Course Outline:

- | | |
|--|---|
| 1.0 Level 1 – Introduction and Basics | 4.0 Level 4 – Calendar and Other Folders |
| 2.0 Level 2 – Messages and Formatting | 5.0 Level 5 – Auto Features and Searching |
| 3.0 Level 3 – Managing Messages and Contacts | |

Microsoft PowerPoint

Course Code: CMPP700

Prerequisites: Microsoft Outlook

Learning Objective: In this section, the student will be able to explain how to create and manage presentations. They will identify how to insert and format slide content, graphics, and multimedia. Also covered will be instructions on how to incorporate tables and graphs. The student will quantify how to deliver, share, and manage multiple presentations.

Required Course Materials: No additional materials are required for this course.

Length: 20 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft PowerPoint course test.

Completion Requirement: Students must attempt the Microsoft PowerPoint course test.

Course Outline:

- | | |
|---------------------------------------|--|
| 1.0 Level 1 – Introduction and Basics | 4.0 Level 4 – Graphics and Multimedia |
| 2.0 Level 2 – Creating Presentations | 5.0 Level 5 – Charts and Animations |
| 3.0 Level 3 – Slide Content | 6.0 Level 6 – Reviewing and Presenting |

Microsoft OneNote

Course Code: CMPN400

Prerequisites: Microsoft PowerPoint

Learning Objective: In this course, the student will demonstrate how to use Microsoft OneNote to create and enhance various notebooks and how to collaborate effectively on group projects and customize them to meet varying needs and improve productivity.

Required Course Materials: No additional materials are required for this course.

Length: 8 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft OneNote course test.

Completion Requirement: Students must attempt the Microsoft OneNote course test.

Course Outline:

- | | |
|--|--|
| 1.0 Level 1 – Notebooks, Views, Layouts, and Options | 3.0 Level 3 – Adding Content, Links, and Sharing |
| 2.0 Level 2 – Sections, Tags, History, and Searching | |

Microsoft Access

Course Code: CMPA600

Prerequisites: Microsoft OneNote

Learning Objective: In this course, the student will demonstrate how to use Microsoft Access to create a database solution that will track information, generate reports, analyze data, and streamline the data entry process. The student will also review various techniques for ensuring good database design and for preserving data integrity.

Required Course Materials: No additional materials are required for this course.

Length: 16 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Microsoft Access course test.

Completion Requirement: Students must attempt the Microsoft Access course test.

Course Outline:

- | | |
|--|---------------------------------|
| 1.0 Level 1 – Introduction and Basics | 4.0 Level 4 – Building Forms |
| 2.0 Level 2 – Tables and Managing Access | 5.0 Level 5 – Designing Reports |
| 3.0 Level 3 – Queries and Records | |

Dental Terminology

Course Code: DETM100

Prerequisites: Microsoft Access

Learning Objectives: In this course, the student will pronounce, define, and spell key terminology specific to the dental administrative field. The student will also pronounce, define, and spell key terminology in the introduction to dental terminology, and the dental areas of anatomy and oral structures, tooth origin and formation, practice and facility setups, infection control, emergency care, examination and prevention, pain management and pharmacology, radiography, tooth restorations, cosmetic dentistry, prosthodontics, endodontics, oral and maxillofacial surgery, orthodontics, periodontics, pediatric dentistry, dental laboratory materials, and dental laboratory procedures.

Required Course Materials: The Dental administrative assistant, Edition 5 by Linda J. Gaylor, Dental Terminology, Dental Terminology, 4th Edition by Charline M. Dofka

Length: 60 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Dental Terminology course test, case study

Completion Requirement: View all course material, study required reading, attempt course test.

Course Outline:

- | | |
|--|-------------------------------------|
| 1.0 Introduction to Dental Terminology | 11.0 Cosmetic Dentistry |
| 2.0 Anatomy and Oral Structures | 12.0 Prosthodontics |
| 3.0 Tooth Origin and Formation | 13.0 Endodontics |
| 4.0 Practice and Facility Setups | 14.0 Oral and Maxillofacial Surgery |
| 5.0 Infection Control | 15.0 Orthodontics |
| 6.0 Emergency Care | 16.0 Periodontics |
| 7.0 Examination and Prevention | 17.0 Pediatric Dentistry |
| 8.0 Pain Management and Pharmacology | 18.0 Dental Laboratory Materials |
| 9.0 Radiography | 19.0 Dental Laboratory Procedures |
| 10.0 Tooth Restorations | 20.0 Business Management Procedures |

Understanding the Dental Field

Course Code: DAA0200

Prerequisites: Dental Terminology

Learning Objectives: In this course, the student will identify the structure and positions of the dental administrative assistant workforce. The student will pronounce, define, and spell key terminology specific to the dental administrative field. The student will summarize a brief history of dentistry. The student will also analyze the basic administrative team structure, distinguish dental specialties, legal and ethical standards, and the importance of ethical document management and confidentiality. The student will be able to explain the Personal Information and Protection Act (HIPPA), Personal Information Protection and Electronic Documents Act (PIPEDA), and Code of Ethics. The student will discuss how the Dental administrative assistant will maintain continued competence and awareness of technological advancement and will encourage the sharing of new methods, education, and knowledge, and describe the areas of risk management that are a concern to the dental field.

Required Course Materials: The Dental administrative assistant, Edition 5 by Linda J. Gaylor, Dental Terminology, Dental Terminology, 4th Edition by Charline M. Dofka

Length: 30 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat

Method of Evaluation: Understanding the Dental Field course test, case study

Completion Requirement: View all course material, study required reading, attempt course test.

Course Outline:

- | | |
|---|---|
| 1.0 Introduction to Dentistry | 6.0 HIPPA (US) and PIPEDA (Canadian) Guidelines |
| 2.0 The Dental Team Structure | 7.0 Safeguards |
| 3.0 Dental Specialties | 8.0 Risk Management |
| 4.0 Administrative Assistants Within the Dental Field | 9.0 Electronic Medical Record |
| 5.0 Ethics in the Workplace | |

Dental Practice Models and Processes

Course Code: DAA0400

Prerequisites: Keeping Accurate Records

Learning Objectives: In this course, the student will discuss the structure and design of the dental office to maximize productivity, compare the different types of dental practice models, identify the role of ADAs in the different practice models, describe systems and protocols within nonclinical and clinical work areas, identify office and dental equipment that is a part of daily function, recognize the nonclinical and clinical work areas, develop routines, and practice ergonomics that pertain to dental administrative assistants.

Required Course Materials: *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor, *Dental Terminology, 4th Edition*, by Charline M. Dofka

Length: 20 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Dental Practice Models and Processes course test, case study

Completion Requirement: View all course material, study required reading, attempt course test.

Course Outline:

- | | |
|----------------------------------|---|
| 1.0 Practice Models | 4.0 Systems and Protocols within the Clinical and Nonclinical Areas |
| 2.0 Office Design | 5.0 Dental Practice Equipment |
| 3.0 Areas in The Dental Practice | 6.0 Clinical Duties for the Dental Administrator |

Ergonomic Principles, Office Routines, and Time Management

Course Code: BUAA1010

Prerequisites: Understanding the Dental Field

Learning Objectives: In this course, the student will be able to define ergonomics, describe the benefits of an ergonomically designed workspace, recognize signs of physical discomfort due to improper setup of their workstation, and understand proper seating considerations. Students will also use an Office Ergonomic Checklist to aid in proper workspace setup and organization. Further, the student will learn the importance of creating and developing an efficient work routine. Office conditions may vary as the company grows and technology expands, making potential office equipment changes. The student will identify efficiencies in creating a proper workstation, order office supplies, and identify typical office equipment needed for everyday workings. Finally, this course will provide the student with an overview of Canadian and American shipping and mailing services. The student will analyze incoming and outgoing mail procedures, postage concerns, and various courier services. A review of weights and measurements in both imperial and metric systems is also reviewed.

Required Course Materials: No additional materials are required for this course.

Length: 25 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Ergonomic Principles, Office Routines and Time Management course test.

Completion Requirement: View all course material, study required reading, attempt course test.

Course Outline:

- | | |
|--|--|
| 1.0 Ergonomic Principles | 4.0 Time Management |
| 2.0 Daily Routine and Office Equipment | 5.0 Ergonomic Principles, Office Routines, and Time Management Course Test |
| 3.0 Mailing and Shipping | |

Keeping Accurate Records

Course Code: BUAA2000

Prerequisites: Ergonomic Principles, Office Routines, and Time Management

Learning Objective: Students will develop an understanding of an efficient records management program. They will be able to differentiate between centralized and decentralized filing, identify various filing systems, describe electronic filing, and understand a records cycle. The student will learn the activities required to properly control the creation, distribution, use, maintenance, and disposition of recorded information maintained as evidence of business activities and transactions.

Required Course Materials: No additional materials are required for this course.

Length: 15 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Keeping Accurate Records course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|--|--|
| 1.0 Keeping Accurate Records Introduction | 6.0 Filing |
| 2.0 Characteristics of a Records Management System | 7.0 Centralized and Decentralized Filing |
| 3.0 Terms Used in Records Management | 8.0 Filing Systems |
| 4.0 Confidentiality | 9.0 Naming Conventions for Digital Files |
| 5.0 Digital Storage Systems | |
| 10.0 Keeping Accurate Records Module Test | 13.0 Types of Paper Storage Equipment |
| 11.0 The Records Cycle | 14.0 Types of Disposal Methods |
| 12.0 Document Retention and Destruction | 15.0 Ethics in Document Management |

16.0 Confidentiality and the Company

Midterm Examination

Course Code: DAA0450

Prerequisites: Dental Practice Models and Processes

Learning Objectives: This exam aims to provide an assessment of the students' learning outcomes at this stage of the program. Upon completing the exam, the student should possess a skill-level assessment of all courses completed to date.

Required Course Materials: Students are encouraged to review previously visited, required textbook readings, course content, and course quizzes/tests.

Length: 4 hours

Teaching Methods: Online, timed exam. Instructional assistance will be available, if required, before beginning the exam.

Method of Evaluation: The student must reach a minimum passing grade of 60%.

Completion Requirement: Students must attempt the Midterm Exam.

Course Outline: n/a

Clinical Knowledge and Practices

Course Code: DAA0500

Prerequisites: Midterm Examination

Learning Objectives: Students will be able to locate and describe the structures of the face and oral cavity; parts of the tooth and surrounding tissues; surfaces of the teeth; and the eruption cycle of the teeth; identify the primary, mixed, and permanent dentitions according to the most commonly used tooth identification systems. The student will be able to recognize charted dental conditions as part of a general examination and treatment plan. Students will be able to compare routes of infectious disease transmission in a dental office, the ethical and legal considerations of treating patients with infectious diseases, immunity, and the regulation, recommendations, and training for Infection Prevention and Control.

Required Course Materials: *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor, *Dental Terminology, 4th Edition*, by Charline M. Dofka

Length: 65 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat

Method of Evaluation: Clinical Knowledge and Processes course test, case study

Completion Requirement: View all course material, study required reading, attempt case study, attempt course test.

Course Outline:

- | | |
|------------------------------|-----------------------|
| 1.0 Basic Anatomy | 4.0 Clinical Charting |
| 2.0 Teeth | 5.0 Dental Procedures |
| 3.0 Patient Clinical Records | |

Infection Prevention and Control

Course Code: DAA0600

Prerequisites: Clinical Knowledge and Practices

Learning Objectives:

Required Course Materials: *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor, *Dental Terminology, 4th Edition*, by Charline M. Dofka

Length: 20 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat

Method of Evaluation: Infection Prevention and Control course test, case study

Completion Requirement: View all course material, study required reading, attempt case study, attempt course test.

Course Outline:

- | | |
|--|---|
| 1.0 Introduction to Infection Prevention and Control | 6.0 Clinical Health, Safety, and Protection |
| 2.0 Microbiology | 7.0 Infection Prevention and Control |
| 3.0 Bacteria | |
| 4.0 Viruses | |
| 5.0 Fungi | |

Effective Communication and Meetings

Course Code: BUAA2800

Prerequisites: Infection Prevention and Control

Learning Objective: Effective Communication is getting a message across in a clear and understanding way and ensuring that message is received and understood properly. Getting and giving feedback is one of the most crucial parts of good communication. Upon completion of this course, the student will comprehend the intricacies of listening, body language, and nonverbal communication. Identifying and distinguishing the variables that affect clear and effective communication will also be discussed, along with the key elements of negotiating.

Required Course Materials: No additional materials are required for this course

Length: 25 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, and activities. Instructional assistance available when required via email, phone, or live chat.

Method of Evaluation: Effective Communication and Meetings course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|----------------------------------|--|
| 1.0 Effective Communication | 3.0 Audio Transcription |
| 2.0 Meetings and Time Management | 4.0 Effective Communication and Meetings Course Test |

Communication in the Dental Profession

Course Code: DAA0700

Prerequisites: Effective Communication and Meetings

Learning Objectives: Communication in the Dental Profession introduces students to how they are to communicate with their colleagues and with patients in the dental practice. The student will demonstrate effective and efficient communication skills based on their knowledge of communication types, methods, and techniques while being able to determine which communication style is most appropriate in the settings and situations the Dental administrative assistant will find themselves in.

Required Course Materials: *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor, *Dental Terminology, 4th Edition*, by Charline M. Dofka

Length: 15 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Communication in the Dental Profession case study and course test.

Completion Requirement: View all course material, attempt the case study, and attempt the course test.

Course Outline:

- | | |
|---|---|
| 1.0 Introduction | 5.0 Telephone Skills and Communicative Techniques |
| 2.0 Communicating With the Patient | 6.0 Correspondence |
| 3.0 Understanding the Needs of Your Patient | 7.0 Summary |
| 4.0 Communicating With the Dental Team | |

Business Writing and Legal Documents

Course Code: BUAA2500

Prerequisites: Communication in the Dental Profession

Learning Objective: Upon completing this course, the student will be able to apply English grammar rules and punctuation. The student will construct grammatically correct sentences using the rules provided. Upon completing this course, the student will produce a professional business letter and understand how to create and use memos and emails and generate meeting minutes. The student will also review the several types of basic legal documents and learn the necessary content in a legal document.

Required Course Materials: No additional materials are required for this course.

Length: 40 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat.

Method of Evaluation: Business Writing and Legal Documents course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|-----------------------|------------------------------|
| 1.0 Grammar and Style | 3.0 Proofreading and Editing |
| 2.0 Business Writing | 4.0 Legal Documents |

Human Resources

Course Code: BUAA3000

Prerequisites: Business Writing and Legal Documents

Learning Objectives: This course will introduce the student to the various responsibilities of an HR (Human Resources) Specialist who recruits, screens, interviews, and places workers. Content will also include a more detailed discussion of recruitment, retention, discipline, health and wellness, and management. Students will be able to compare the benefits of having a diverse workplace environment. Students will be able to assess an organization's hiring plan and lead them through the development, evaluation, and improvement of their employees, while implementing work-life balance initiatives.

Required Course Materials: No additional materials are required for this course.

Length: 16 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Human Resources course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|--------------------------------|---|
| 1.0 Introduction | 7.0 Health and Wellness |
| 2.0 Human Resources Overview | 8.0 Management |
| 3.0 Recruitment | 9.0 Leadership Theories |
| 4.0 Diversity in the Workplace | 10.0 Navigating Human Resources Scenarios |
| 5.0 Retention | 11.0 Human Resources Course Test |
| 6.0 Discipline | |

Introduction to Accounting

Course Code: ACCT100

Prerequisites: Human Resources

Learning Objectives: This course will cover the fundamentals of accounting and accounting principles. Using this information, the student will be able to apply accounting concepts, analyze transactions, apply debit, and credit entries, journalize, post transactions to ledger accounts, adjust entries, process closing entries, prepare and analyze financial statements, and complete the accounting cycle.

Required Course Materials: No additional materials are required for this course.

Length: 35 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Introduction to Accounting course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|---------------------------------|---|
| 1.0 Introduction to Accounting | 8.0 Income Statement |
| 2.0 Accounting Fundamentals | 9.0 Balance Sheet |
| 3.0 Vocabulary | 10.0 Accounts Payable |
| 4.0 Debits and Credits | 11.0 Accounts Receivable |
| 5.0 Chart of Accounts | 12.0 Financial Statements |
| 6.0 Introduction to Bookkeeping | 13.0 Accounting and Bookkeeping Course Test |
| 7.0 Accounting Equation | |

QuickBooks Online

Course Code: QUBK101

Prerequisites: Introduction to Accounting

Learning Objectives: Students will reference QuickBooks online software. Students will create an account, create a new company within the program, and navigate through the software. Students will also identify and interpret accounts receivable, accounts payable, and payroll.

Required Course Materials: Students will be required to create a free QuickBooks Online account.

Length: 10 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat.

Method of Evaluation: MyLab activity.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|--------------------------------------|--|
| 1.0 Introduction | 6.0 Suppliers and Expenses |
| 2.0 Creating a QuickBooks Account | 7.0 Company Activities |
| 3.0 New Company Setup | 8.0 Intro to QuickBooks Online Course Test |
| 4.0 Getting Around QuickBooks Online | |
| 5.0 Customer and Sales | |

Administrating Dental Systems**Course Code:** DAA0800**Prerequisites:** QuickBooks Online

Learning Objectives: Administrating Dental Systems will introduce systems to the aspects of developing and maintaining patient clinical records. Students will be able to explain all aspects of developing and maintaining patient clinical records, explain how to maintain electronic or paper-based dental office records, and navigate scheduling and recall systems. The student will be able to discuss the filing systems used in the dental office. Further, the student will have the ability to manage financial records for an electronic or paper-based dental practice whilst practicing the skills of inventory management within a dental practice. Students will understand the fundamentals of dental software systems with a knowledge of basic function.

Required Course Materials: *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor, *Dental Terminology, 4th Edition*, by Charline M. Dofka

Length: 40 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat

Method of Evaluation: Administrating Dental Systems course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|---|--------------------------|
| 1.0 Patient Information Management | 5.0 Recalls |
| 2.0 Policies and Procedures | 6.0 Financial Management |
| 3.0 Scheduling Patients | 7.0 Dental Insurance |
| 4.0 Appointment Scheduling Systems: Dental Practice Management Software | 8.0 Patient Collections |
| | 9.0 Inventory Control |

Dental Practice Management Software**Course Code:** DAA0900**Prerequisites:** Administrating Dental Systems

Learning Objectives: Students will be introduced and trained in Maxident Dental Management software. Students will identify the applications within the program and enter data into the system. They will input appointments within the scheduling calendar and apply entries into accounts receivable. They will also use a recall system and interpret the data created by their entries. Students will apply the fundamentals of Maxident Dental Management software.

Required Course Materials: Maxident Dental Management software

Length: 50 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat

Method of Evaluation: Dental Practice Management Software course test and case studies.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|---|---|
| 1.0 Introduction to Maxident | 7.0 Treatment Planning and Accounting |
| 2.0 Downloading Maxident | 8.0 Reports, Referrals, MaxiCharting, and General Accounting |
| 3.0 Getting Started with Maxident | 9.0 MaxiCharting, Patient Tracking and Communication, and Entering Treatment and Payments |
| 4.0 Adding Patients and Insurance Information | |
| 5.0 Billing of Patient Treatment | |
| 6.0 Booking Recalls and New Appointments | |

Marketing**Course Code:** BUAA3110**Prerequisites:** Dental Practice Management Software

Learning Objectives: The student will be introduced to the world of marketing. Students will describe the history of marketing, tracking, and analytics, creating and posting within social media platforms, buyer personas, and landing pages. The student will be able to identify business leads and search engine optimization. Upon completion of this course, students will be able to plan, research, and write presentations. Students will also define customer service strategies.

Required Course Materials: No additional materials are required for this course.

Length: 10 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Marketing course test.

Completion Requirement: View all course material, attempt the course test.

Course Outline:

- | | |
|------------------------------|--|
| 1.0 Course Objectives | 8.0 Lead Generation |
| 2.0 The History of Marketing | 9.0 Building a Website Fundamentals |
| 3.0 Buyer Personas | 10.0 Landing Pages |
| 4.0 Tracking and Analytics | 11.0 Search Engine Optimization (SEO) – Google |
| 5.0 Social Media | 12.0 Google Ads |
| 6.0 Facebook | 13.0 Marketing Course Test |
| 7.0 LinkedIn | |

Career Development

Course Code: DAA1000

Prerequisites: Marketing

Learning Objective: In this course, the student will have created a professional resume and cover letter. They will also consider and develop strategies for a targeted job search. Students will study effective interview techniques, which will include answering practice interview questions. Lastly, the students will understand the importance of networking in order to advance their career goals.

Required Course Materials: No additional materials are required for this course.

Length: 20 hours

Teaching Methods: Online, self-directed learning through LMS using written content, videos, quizzes, and activities. Instructional assistance available when required via email, phone, or live chat.

Method of Evaluation: Completion of the student's Simulated Employment Interview, including submission of the student's Resume and Cover Letter (5% of the student's final grade).

Completion Requirement: View all course material, submit Resume and Cover Letter for grading, complete Simulated Employment interview, attempt the course test.

Course Outline:

- | | |
|------------------------------------|--------------------------------------|
| 1.0 Introduction | 5.0 Resume and Cover Letter Exercise |
| 2.0 Resumes | 6.0 Job Searching |
| 3.0 Applications and Cover Letters | 7.0 Interviewing |
| 4.0 Career Development Course Test | |

Simulated Practicum

Course Code: DAA1050

Prerequisites: Career Development

Learning Objectives: In this simulation tool, the student will perform tasks typical of those in a dental practice. Students will familiarize themselves with office procedures and protocols, perform day opening procedures, greet patients, accept phone calls, listen to messages, schedule and re-schedule appointments, update patient information, process patient treatment, take payments, process insurance e-claims, create and evaluate reports and perform end of day procedures.

Required Course Materials: *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor, *Dental Terminology, 4th Edition*, by Charline M. Dofka

Length: 40 hours

Teaching Methods: Online, self-directed learning through LMS using software platform included in *The Administrative Dental Assistant, 5th Edition*, by Linda J. Gaylor. Instructional assistance is available when required via email, phone, or live chat

Method of Evaluation: Completion of simulated practicum.

Completion Requirement: View all course material, attempt simulation practicum

Course Outline:

- | | |
|----------------------------|------------------------|
| 1.0 Practicum Introduction | 2.0 Practicum Training |
|----------------------------|------------------------|

Final Examination

Course Code: DAA2000

Prerequisites: Simulated Practicum

Learning Objectives: This assessment determines what level of learning outcomes the student has achieved.

Required Course Materials: Students are encouraged to review all required textbook readings, course content, and course quizzes/tests.

Length: 6 hours

Teaching Method: Online, timed exam. Instructional assistance will be available, if required, before beginning the exam.

Method of Evaluation: The student must reach a minimum passing grade of 60%.

Completion Requirement: Students must attempt the Final Exam

Conclusion

The following information is to outline what the student can expect after successful completion of the program.

1. CanScribe issues the graduate their final transcript.
2. The graduate will receive their graduation certificate and letter.
3. The graduate will receive information on career opportunities.
4. The graduate receives lifetime support from the college.

Congratulations, and good luck in all your future endeavors!