

Dental Office Administration



174 Instructional Hours
\$4000

Organizing and operating an efficient dental business presents many challenges. A well qualified dental office patient care coordinator will understand basic business concepts, all facets of the dental proactive and be a loyal and active member of the dental healthcare team. Learn how to organize tasks, complete procedures, develop effective communication skills, and acquire a professional outlook toward dentistry.

Course Content

Dental Terminology and Anatomy

- Introduction to Dental Terminology
- Anatomy and Oral Structures
- Tooth Origin and Formation
- Practice and Facility Setups
- Infection Control
- Emergency Care
- Examination and Prevention
- Pain Management/Pharmacology
- Radiography
- Tooth Restorations
- Cosmetic Dentistry
- Prosthodontics
- Endodontics
- Oral and Maxillofacial Surgery
- Orthodontics
- Periodontics
- Pediatric Dentistry
- Dental Lab Materials & Procedures
- Business Procedures

CDT

- Dental Procedure Codes
- ADA Claim Form Instructions
- Common coding Questions/Solutions
- Dental Insurance Terminology
- Practice Coding to Clinical Situations
- Dental/Medical Cross Coding
- CPT & ICD-9 CM Codes Commonly Used in Dentistry
- Clinical Practice Scenarios
- Quick Reference Guide
- HIPAA Overview
- Acronyms in Electronic Commerce

Computers in the Medical Office

- Windows
- MS Office Applications Commonly Used in the Dental Office

Dental Office Simulation

- Orientation to Dental Profession
- Dental Basics
- Communication Skills & Telephone Techniques
- Written Correspondence
- Patient Relations
- Dental Healthcare Team Communications
- Information Management
- Dental Patient Scheduling
- Recall Systems
- Dental Insurance Processing
- Inventory Management
- Financial Arrangement & Collection Procedures
- Bookkeeping Procedures: AP/AR
- Office Equipment
- Computerized Dental Practice
- Employment Strategies

Eagle Soft Practice Management

- On Schedule
- Account
- Walkout
- Payment Plan
- SmartDoc
- Medical History
- Patient Registration
- Treatment plan
- CASEY Integration
- Informed Consent
- Insurance Claims
- Statements
- Recalls
- IntelliCare
- Prescription Writer
- Messenger
- Patient Route Sheet
- Lab Tracking
- Employee Time Clock
- Reports
- Patient Clinical Records
- End-of-Day Reports
- Preferences