



Academy of Learning

CAREER COLLEGE

Pape & Danforth Campus

Dental Administrative Assistant Diploma Program



CAREER OPPORTUNITIES:

- ◆ **Endodontist Office:** specialize in root canal
- ◆ **Oral Pathologists Office:** diagnose oral disease
- ◆ **Pediatric Dentists Office:** specialize in children's teeth
- ◆ **Periodontist Office:** specialize in gum disease
- ◆ **Oral and Maxillofacial Surgeons Office:** operate on the jaws and mouth
- ◆ **Orthodontists Office:** straighten teeth with braces/retainers
- ◆ **Prosthodontists Office:** replace missing teeth with bridges, crowns or dentures

Government Grants & Financial Assistance may be available

Call Us: 416-422-5627 | 647-494-4499

Email Us: pape@aolccpape.ca

Visit Us: 706 Pape Avenue, Toronto (Pape & Danforth)

Dental Administrative Assistant Diploma Program

Program Objective

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

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.

Career Opportunities

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

- ♦ Hospital nursing units or outpatient departments
- ♦ Hospital admitting/ER departments (e.g., switchboard, cash desk, information center, patient registration, and morgue)
- ♦ Ambulatory/outpatient departments
- ♦ Diagnostic lab/x-ray departments
- ♦ Medical finance and administrative departments
- ♦ Health records departments
- ♦ long term and extended care departments
- ♦ Physicians' offices, clinics, mental - healthcare centers, and allied healthcare



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Duties and Responsibilities

A majority of your job is to provide customer service. You are generally the first person to greet patients when they come into the office and enter their information in the office record system. Additional job duties may include:

- ♦ Filling out insurance forms and filing them with insurance companies.
- ♦ Coordinating the front office with the professional staff is also part of your job, so that the dentist and other staff know when patients have arrived.
- ♦ Answering the phone,
- ♦ Responding to e-mail messages,
- ♦ Pulling patient charts,
- ♦ Managing the office accounting may also be required.
- ♦ In some offices, you may also assist the dentist with patient care.

Competencies upon Completion

CORE COURSES

- ♦ **Keyboarding**
Minimum 40 words per minute (WPM).
- ♦ **Operating Systems**
Basic level of proficiency in a Windows operating system
- ♦ **Word Processing**
Intermediate level of proficiency in Microsoft Word
- ♦ **Spreadsheets**
Basic level of proficiency in Microsoft Excel
Business Skills
Customer Service
- ♦ **Office Skills**
Microsoft Outlook Level 1, Basic Bookkeeping Level 1, Introduction to the Internet, and Introduction to Personal Computers for End Users
- ♦ **Help Desk & Call Center Skills**
- ♦ **Telephone Communication Skills**
- ♦ **Healthcare (Instructor-Led)**
Dental Administrative Assistant Level 1 and Level 2, Career Vitals Exercises, and Placement

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