



**PADDY BRIGGS**  
CONSULTING

## ***6-Day – FOUNDATIONS OF DENTAL OFFICE TRAINING PROGRAM***

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***Dentistry is facing a challenge when it comes to hiring experienced CDA's & FDA's staff. This six-day program is designed for people who either work in the dental profession or who are new to the profession and would like to establish a career as an Office Assistant /Floater or as a Junior Office Administrative Assistant in the dental office. The overall objective of this course is to provide individuals with foundational skills, including a comprehensive clinical component as well as front desk administrative and patient care expertise.***

### **COURSE INTRODUCTION**

- *The role and value of the Floater and/or Dental Front Desk Assistant, and how this role can be instrumental in building the practice, the dental health care team; DDS, RDH, CDA, FDA, Dental Lab Technicians and Denturists*

### ***Clinical***

- *Dental arches and quadrants, primary and permanent dentition, types and function of teeth, tissues of the teeth, surfaces of the teeth, understanding chart conditions of teeth, identify and utilize appropriate abbreviations, oral health, and prevention of dental disease; periodontal disease, various services & procedures performed by a general practitioner, basic rules applicable to mounting x-rays, layout of an operatory in the dental office, dental specialties*

### ***Fee Structure / Cost of Operating a Dental Practice***

- *Cost of operating a dental practice, fee guides, fees and codes, dental insurance & terminology, dental claims, (manually documented)*

### ***Estimates / Pre-authorizations***

- *Patient estimates / with and without insurance, payment plans - financial arrangements, preauthorization's – tracking pre-authorizations*

### ***Reception***

- *Receiving and greeting the patient, enrolling the new patient protocol*
- *Checking in and checking out the patient, the importance of the hand off from clinical staff*
- *Collecting payment at the time of service*
- *The importance of patient service, how to create a memorable experience*

### ***Appointment Control***

- *Effective scheduling & managing the appointments, scheduling an ideal day, verbal skills for scheduling appointments, handling cancellations and no shows, confirming dental appointments*



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**Recall Management**

- *Definition of a recall system, why recalls are so important, the FDA's role in educating patients regarding periodontal disease, managing the recall system, scheduling a recall appointment; verbal skills & scripts; motivating patients in scheduling their recall appointments*

**Telephone Skills**

- *Basic telephone policies; managing most common calls, greetings, taking messages accurately, handling emergency calls and scheduling emergencies, effective verbal scripts / skills for the telephone*

**Accounts Receivable**

- *Definition and purpose of A/R, patient statements, tracking the Accounts Receivable, collections & scripts, collection letters*

**Communications**

- *The importance of communicating with the clinical staff, communicating with patients, professional appearance, communicating professionally, what you should and should not say, work ethic, responsibility, and accountability in the work- place*

**Professionalism, Professional Ethics, and Infection Control**

- *Professional ethics for the dental team, confidentiality in the dental office, following BCDA Guidelines for infection control and disinfection, hand hygiene, PPE and disease transmission and infection prevention, Identifying hand instruments, handpieces and accessories infection control, outline disinfection procedures, types of disinfectants, sterilizing equipment, and procedures Instrument recirculation*

**Dates: TBD**

**6- Day Class Training    Time: 9:00am – 4:00pm**

**Name (s):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Business:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**COST: Email registration to - [paddybriggsdental@gmail.com](mailto:paddybriggsdental@gmail.com)**

**Cancellation Policy: In writing 2 weeks prior to course start date, tuition less \$300.00 administration fee will be refunded. Less than 2 weeks, there will be no refund. For more information or to register please contact**

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