



8594

DENTAL OFFICE  
ADMINISTRATION (11D)

30S/30E/30M

A Dental Assisting Course



# 8594: DENTAL OFFICE ADMINISTRATION (11D) 30S/30E/30M

## Course Description

This course corresponds with the Red River College course *Communications*. It deals with

- effective interpersonal relations and written communication
- dental office management and dental software
- job-search skills
- the development and implementation of dental health presentations

---

**Goal 1:** Describe and apply appropriate **health and safety** practices as they relate to dental assisting.

**GLO 1.1:** Describe and apply appropriate **health and safety** practices.

No applicable SLOs.

---

**GLO 1.2:** Create and maintain a **safe working environment**.

SLO 11D.1.2.1: Identify safety precautions to be followed when handling equipment, instruments, and materials for inventory control.

SLO 11D.1.2.2: Demonstrate the ability to follow safety information on supplier labels and on equipment.

SLO 11D.1.2.3: Demonstrate knowledge of safety equipment, such as a fire extinguisher, a first aid kit, and an eyewash station.

---

**Goal 2:** Demonstrate the safe and appropriate **operation, maintenance, handling, and storage of equipment, instruments, materials, and consumable items**.

**GLO 2.1:** Demonstrate the safe and appropriate **operation, maintenance, and storage of equipment and instruments**.

SLO 11D.2.1.1: Demonstrate the appropriate operation and maintenance of dental office equipment.

---

**GLO 2.2:** Demonstrate the safe and appropriate **handling and storage of materials and consumable items.**

SLO 11D.2.2.1: Demonstrate the safe and appropriate operation, maintenance, and storage of office supplies.

---

**Goal 3:** Demonstrate the ability to **assist** the operator when providing oral health care services.

**GLO 3.1:** Describe and demonstrate the dental assistant's role when **assisting** the operator with various procedures.

No applicable SLOs.

---

**Goal 4:** Demonstrate the ability to **provide** oral health care services for patients.

**GLO 4.1:** Describe and demonstrate the dental assistant's role when **providing** oral health care services.

SLO 11D.4.1.1: Create and deliver an oral health care presentation for a target group.

---

**Goal 5:** Demonstrate an understanding of **career opportunities** in the dental profession.

**GLO 5.1:** Describe **post-secondary education and employment opportunities** in dental assisting and related professions.

SLO 11D.5.1.1: Describe the roles and responsibilities of dental office managers.

SLO 11D.5.1.2: Create a resumé and a cover letter using computer software.

SLO 11D.5.1.3: Demonstrate job-search skills using information and communication technology.

---

**Goal 6:** Describe and demonstrate transferable **cross-curricular knowledge and skills** as they relate to dental assisting.

**GLO 6.1:** **Read, interpret, and communicate information** related to dental assisting.

SLO 11D.6.1.1: Retrieve relevant information and use it when required.

SLO 11D.6.1.2: Demonstrate the ability to document patient information accurately.

SLO 11D.6.1.3: Demonstrate the ability to interpret patient records.

SLO 11D.6.1.4: Demonstrate effective listening skills, both in person and on the telephone.

---

- SLO 11D.6.1.5: Use dental terminology when communicating in the workplace.
- SLO 11D.6.1.6: Demonstrate the ability to communicate effectively with patients, the dental team, and other professionals related to dental health care.
- 

**GLO 6.2:** Demonstrate knowledge and skills related to **mathematics** used in dental assisting.

- SLO 11D.6.2.1: Demonstrate knowledge of basic mathematics skills.
- SLO 11D.6.2.2: Demonstrate mathematics skills needed for inventory control.
- SLO 11D.6.2.3: Demonstrate an awareness of the bookkeeping, accounting, and record-keeping skills required in a dental practice.
- 

**GLO 6.3:** Demonstrate knowledge and skills related to **anatomy and physiology** used in dental assisting.

- SLO 11D.6.3.1: Use dental terminology in written communication and for insurance purposes.
- 

**GLO 6.4:** Demonstrate knowledge and skills related to **other subject areas** (science, physical education/health education, information and communication technology) used in dental assisting.

- SLO 11D.6.4.1: Demonstrate the use of software for dental practice management.
- SLO 11D.6.4.2: Conduct and present research using information and communication technology.
- 

**Goal 7:** Demonstrate awareness of **sustainability** as it pertains to dentistry.

**GLO 7.1:** Describe the impact of **sustainability** on the **health and well-being** of dental assistants and their patients.

- SLO 11D.7.1.1: Recognize and respond to a patient's needs.
- SLO 11D.7.1.2: Describe physical, mental, and emotional health and their relationships to dental office administration.
- SLO 11D.7.1.3: Apply the principles of ergonomics in the dental reception area.
- SLO 11D.7.1.4: Apply the principles of dentistry when educating and encouraging patients in maintaining oral health.
-

**GLO 7.2:** Describe the dental industry's **sustainability practices** and their **impact on the environment**.

- SLO 11D.7.2.1: Demonstrate the safe storage, recycling, and disposal of office supplies.
  - SLO 11D.7.2.2: Demonstrate the safe handling and disposal of mercury found in amalgam.
  - SLO 11D.7.2.3: Manage hazardous substances and wastes.
  - SLO 11D.7.2.4: Demonstrate the storage and disposal of materials according to the manufacturers' instructions.
- 

**GLO 7.3:** Describe **sustainable business practices** within the dental industry.

- SLO 11D.7.3.1: Identify economically sustainable practices within the workplace.
  - SLO 11D.7.3.2: Describe the relationship between the economy and sustainable practices within the dental industry.
  - SLO 11D.7.3.3: Describe business practices and work ethics to manage the dental office efficiently.
  - SLO 11D.7.3.4: Evaluate patients' needs to maintain their satisfaction and loyalty.
  - SLO 11D.7.3.5: Maintain a patient-recall system.
- 

**Goal 8:** Demonstrate **ethical and legal standards** as they pertain to the dental profession.

**GLO 8.1:** Practise **ethical and legal standards** as they pertain to dental assisting.

- SLO 11D.8.1.1: Practise the principles of dignity, equity, fairness, and respect in relating to patients.
  - SLO 11D.8.1.2: Maintain the Canadian Dental Assistants' Association's *Code of Ethics*.
  - SLO 11D.8.1.3: Perform administrative duties to designated standards.
- 

**Goal 9:** Demonstrate **employability skills** related to dental assisting.

**GLO 9.1:** Demonstrate **fundamental employability skills**.

- SLO 11D.9.1.1: Demonstrate problem-solving skills.
  - SLO 11D.9.1.2: Evaluate problems and implement appropriate solutions.
  - SLO 11D.9.1.3: Demonstrate professional conduct.
-

**GLO 9.2:** Demonstrate **teamwork** skills.

- SLO 11D.9.2.1: Work within the dynamics of the dental team.
  - SLO 11D.9.2.2: Recognize and respect diversity and individual differences and perspectives.
  - SLO 11D.9.2.3: Demonstrate the ability to manage and resolve conflict when appropriate.
  - SLO 11D.9.2.4: Accept and provide feedback in a constructive and considerate manner.
  - SLO 11D.9.2.5: Share information and expertise with the dental team.
- 

**GLO 9.3:** Demonstrate **personal management skills**.

- SLO 11D.9.3.1: Demonstrate punctuality and reliability.
  - SLO 11D.9.3.2: Demonstrate adaptability within various situations in the dental setting.
  - SLO 11D.9.3.3: Demonstrate initiative and independence.
  - SLO 11D.9.3.4: Demonstrate accountability for own actions in the dental setting.
  - SLO 11D.9.3.5: Practise time-management strategies to manage the dental office efficiently.
  - SLO 11D.9.3.6: Apply organizational skills in the dental practice.
- 

**GLO 9.4:** Demonstrate an understanding of the **business operation** of a dental office.

- SLO 11D.9.4.1: Demonstrate a strong work ethic to ensure efficiency in the dental office.
- SLO 11D.9.4.2: Maintain patient records.
- SLO 11D.9.4.3: Describe business practices to manage the dental office efficiently.
- SLO 11D.9.4.4: Describe strategies to ensure ongoing patient recall.
- SLO 11D.9.4.5: Describe the procedure for receiving patients in, and dismissing them from, the dental office.
- SLO 11D.9.4.6: Describe the protocol for working with patients with special needs.
- SLO 11D.9.4.7: Demonstrate the ability to perform business and administrative duties using manual and computer applications.
- SLO 11D.9.4.8: Complete manual and computerized dental insurance claims.

SLO 11D.9.4.9: Create manual and computerized appointment schedules.

SLO 11D.9.4.10: Apply principles of inventory control.

SLO 11D.9.4.11: Demonstrate an understanding of various dental procedures and the time needed for appointment scheduling.

---

**Goal 10:** Demonstrate an understanding of the **evolution** of the dental profession, including its **technological progression** and **emerging trends**.

**GLO 10.1:** Describe the **evolution** of the dental profession, including its **technological progression** and **emerging trends**.

No applicable SLOs.

---