

Start Date & Application Deadlines

This program is typically offered in the Spring at the Parksville/Qualicum Centre. For specific Start Date(s) and Application Deadline(s), please check [Information Sheet](#) for upcoming delivery.

Fees

See [Information Sheet](#) for up to date information.

If you have applied for funding, it needs to be in place when you submit your application so the deposit and final payment can be made on the dates required. If payments are not received by the deadline date, you may lose your place in the program. Full fees may be paid on the deposit date.

Financial Assistance

This program is eligible for student loans. Contact the Financial Aid office for information.

Graduation Requirements

- Students are required to maintain an overall average of 85% in all courses and 90% average in program practicum participation.
- Students are required to attend all scheduled lectures, demonstrations, practicum hours and examinations. If you do not meet the attendance requirements, you will not qualify to receive the program completion certificate.



About Vancouver Island University

Vancouver Island University is a comprehensive post-secondary institution located on beautiful Vancouver Island in British Columbia. Our main campus is located in Nanaimo and we have regional campuses in Duncan and Powell River, and a campus centre in Parksville. More than 14,000 full-time and part-time students are enrolled in academic, applied, career/technical, vocational, trades and developmental programs leading to certificates, diplomas and degrees.

Vancouver Island University

900 Fifth Street | Nanaimo, BC V9R 5S5

Switchboard: 250.753.3245 | Toll-free: 1.888.920.2221

Advising: 250.740.6410

Financial Aid & Awards: 250.740.6423

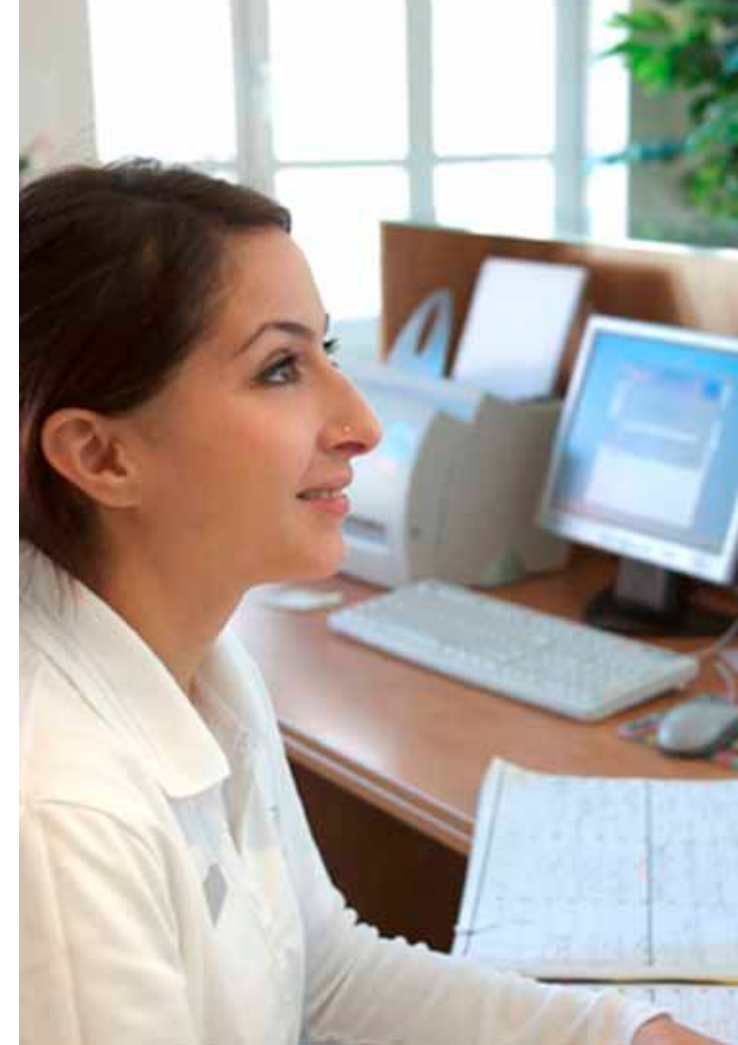
Registration Tel: 250.740.6400 | Fax: 250.740.6479

The information contained in this guide is accurate at the time of printing. Vancouver Island University reserves the right to make such changes as necessary, including cancellation and adjustment of courses.

*Produced by Communications and Public Relations
March 2012 • Dental Office Receptionist Certificate Program*

Dental Office Receptionist

18 Week Full-time Non-credit Certificate Program



Program Overview

The Dental Office Receptionist Program is delivered over 18 weeks on a full-time basis for a total of 425 hours. The program offers the skills necessary to meet the entry level receptionist requirements of dental offices and clinics. This comprehensive program is comprised of both practical and the theoretical study in clinical and administrative procedures and provides learners with skills and knowledge which are integral to office environment and client management.

Career Opportunities

Career prospects include general practitioners, specialist offices, insurance companies, institutional dental clinics, dental supply companies, dental labs, chiropractic and physiotherapy offices.

Program Goals

The program is designed to provide learners with training in the following areas:

- Role and responsibilities of the dental receptionist.
- Familiarization of tooth anatomy, dental terminology, and dental procedures.
- Understanding of dental fee guides, codes, insurance companies and billing procedures.
- Management of dental payment plans and estimates.
- Booking and maintaining dental appointments and recall system.
- Dental office procedures.
- Working knowledge of dental computer software.
- Effective oral and written communication skills.

Recommended Personal Characteristics:

- Good communication and people skills.
- Ability to work as a team member.
- Ability to take initiative and assume responsibility.
- Ability to work under pressure and in stressful situations.
- Knowledge of basic office skills (including typing).

Dental Receptionists must have the ability to deal with clients, colleagues and staff in a tactful and courteous manner, have a high standard of integrity and professionalism, maturity and use discretion when handling confidential matters. Dental Receptionists must have strong interpersonal skills, possess

organizational skills, attention to detail and be adaptable to a variety of situations. Dental Receptionists must have excellent multi-tasking abilities with the ability to work under pressure.

Program Format

The program is offered full-time for a duration of 18 weeks. Courses are scheduled during the day for four days a week. In addition to classroom studies, students should expect to allocate an average of 5 hours per week for additional study.

Program Content

Clinical Procedures OFDR 010 70 hours

Clinical Procedures consists of both theoretical and practical application of skills. The course encompasses dental terminology, tooth identification systems, anatomy of the tooth, medical history charting, disease transmission, medical emergencies, dental materials, dealing with special needs clients and WHMIS. Includes 10 hours of observation in a field setting.

Administrative Procedures OFDR 011 224 hours

This comprehensive course provides training in all aspects of office procedures in the dental office setting. The course includes computer applications using the Exan Mercedes Dental Software, and office procedures including insurance documentation (companies/forms/billing); treatment planning and estimates; patient financial plans; appointment control; recall systems; patient charts, medical and dental history; fee guides, codes, fees; One Write bookkeeping; accounts receivable and collections; office procedures; new patient orientation and management.

Career Management OFDR 012 42 hours

This course provides students with an opportunity to enhance their knowledge of job search strategies, resources, interview techniques and preparation, presentation skills, resume preparation, job search protocol and action plan development.

Practicum OFDR 013 89 hours

This practicum provides an opportunity for students to observe the practices of dental and clinical staff, and to develop practical skills in the work setting. The purpose of this course is for students to observe, integrate and apply their acquired skills and knowledge.

Admission Requirements

1. [Application form](#) and one-time [application fee](#) for first time applicants of Vancouver Island University.
2. English Requirement:
 - English 12 with a grade of "C" or higher or equivalent* OR
 - Vancouver Island University English assessment**
3. Computer Skills:
 - Successful completion of *Introduction To Computers* within the past 2 years, or equivalent course, OR
 - If you use computers regularly in your work, or have extensive recent experience using computers, provide documentation of this work in your application, detailing the systems and programs you use and know.
4. Keyboarding Assessment:**
 - 25 net words per minute based on a 5-minute timing with 5 or fewer errors.
5. Letter of interest stating reasons for applying to the Dental Office Receptionist program.

In addition, the following are recommended:

- Grade 12 completion
- Grade 10 Math with a minimum grade of "C"

* Contact a Vancouver Island University advisor for information on equivalencies.

** You must book an assessment by calling Nanaimo Student Services (250) 740-6416 or Cowichan Student Services (250) 746-3509. There is a fee for the assessment. Seating is limited.

How To Apply

Complete the Vancouver Island University [Application for Admission](#) form and include original transcripts.

- An [application fee](#) for first time applicants of Vancouver Island University.
- Accepted students will receive a letter from Admissions outlining fee payment procedures.