

MISSION TRAILS REGIONAL OCCUPATIONAL PROGRAM

1. COURSE TITLE: Dental Careers
ID#07-001-77
2. CBEDS TITLE: Dental Services
3. CBEDS NUMBER: 4234
4. JOB TITLES: Office Assistant, Chairside Assistant
5. COURSE DESCRIPTION: This course is designed to give the student the background information, skills and practice in all areas relating to the field of dental assisting. The dental assistant is a member of the dental health team who performs many essential duties in the dental office.
These duties may include preparing the patient for treatment, assisting the dentist in all procedures, recording health history, taking and recording of vital signs, processing and mounting radiographs, sterilizing instruments and basic laboratory procedures. The dental assistant may also assist in the front office by making appointments for patients, confirming appointments and helping with other office records. All instruction is geared to chairside assisting and related duties with minimal training in receptionist skills.
6. HOURS: 360 hours
7. PREREQUISITES: Attendance of mandatory orientation and assessment.
Basic computer skills.
8. REVISION DATE: October 2009

9. COURSE OUTLINE:

- a) CONTENT AREA SKILLS
 - i) EXPECTED STUDENT OUTCOMES
 - ii) HOURS OF INSTRUCTION

COURSE OUTLINE

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL	CC	CP
Instruction will include:	Student will be able to:			
1. Introduction to Dentistry and Dental Assisting <ul style="list-style-type: none"> a) History and ethics b) Dental fields c) Dental assisting fields d) Personal appearance e) Oral hygiene 	1. Understand the history of dental and it's progress along with conforming to the standards of conduct expected in a dental office. 2. Know the eight specialties in the dental field including the areas of work available to the assistant. 3. Demonstrate the techniques required for good oral hygiene.	20		
2. Interpersonal and Human Relationships <ul style="list-style-type: none"> a) Understanding patient behavior b) Communication skills/staff and patients 	1. Understand the various behavior patterns that a patient may demonstrate and how to deal with them. 2. Discuss and demonstrate good communication skills in class and the office.	20		
3. Dental Anatomy and Physiology <ul style="list-style-type: none"> a) Bones of the skull b) Arteries and veins c) Trigeminal nerve d) Muscles of mastication e) Paranasal sinuses f) The oral cavity g) Morphology of teeth and tooth eruption 	1. Identify basic knowledge needed regarding Anatomy and Physiology through testing.	30		
4. Microbiology and Sterilization <ul style="list-style-type: none"> a) Historical figures and field of Microbiology b) Identification of microorganisms c) Methods of which microorganisms may produce disease d) Methods of control and modification of bacterial population e) Sterilization 	1. Have knowledge of microorganisms and the diseases they cause. 2. Test and pass the techniques used to sterilize and disinfect instruments, counter tops and the operatory area. 3. Discuss and demonstrate the methods for using equipment for sterilization.	25		

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL = Classroom	CC = Comm. Class.	CP = Co-op Ed.
Instruction will include:	Student will be able to:	CL	CC	CP
5. Occupational Health and Safety Administration "OSHA" a) Safety regarding infectious diseases b) Safety regarding equipment	1. Pass a written test on "OSHA" regulations.	20		
6. Anesthesia a) Background and history b) Local anesthesia c) General anesthesia d) Topical anesthesia	1. Understand the different types of anesthesia and pass a written test identifying them. 2. Identify the different types of anesthesia by doing a practical exam. 4. Be able to load the different types of anesthesia syringes.	15		
7. First Aid a) General procedures in emergencies b) Emergencies requiring first aide c) Cardiopulmonary resuscitation	1. Be able to pass a written test on Advanced Cardiopulmonary Resuscitation. 2. Will demonstrate the procedures in administrating CPR on the adult, the child and the infant.	10		
8. Oral Pathology a) General information and definitions b) Inflammation, regeneration and repair c) Pathology of hard and soft tissues d) Oral manifestations of diseases e) Congenital and developmental defects of the oral cavity	1. Have the knowledge of Oral Pathology and pass a written test.	20		
9. Chairside Assisting a) Chairside duties b) Classification of cavities c) Moisture control d) Hand instruments e) Amalgam restorations f) Acrylic resin restorations g) Composite resin restorations h) Gold inlay, crown and bridges, preparation and cementation i) Custom tray construction j) Denture and partial dentures	1. Be able to test and pass a written exam on the how to properly sit during assisting the doctor, such as chair height and support. 2. Pass a written test on classifications. 3. Demonstrate how to properly suction during dental procedures. 4. Pass various practical tests on identifying instruments, their use and how to pass them properly to the doctor. 5. Demonstrate how to mix amalgam, load and pass to the doctor. 6. Know the different types of acrylic resin and composite materials through testing. 7. Demonstrate how to mix the different types of resin and composite materials. 8. Be able to identify inlays, crowns, bridges, custom trays, and dentures through various practical tests.	50		

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL = Classroom	CC = Comm. Class.	CP = Co-op Ed.
Instruction will include:	Student will be able to:	CL	CC	CP
10. Dental Materials <ul style="list-style-type: none"> a) Gypsum products b) Irreversible Hydrocolloid c) Tray materials d) Base cements e) Amalgam f) Reversible hydrocolloid g) Rubber base h) Dental casting 	1. Pass written tests given on all dental materials, their use, and consistency when mixed. 2. Demonstrate by mixing various dental materials to their proper consistency. 3. Know how to store these various materials and their shelf life. 4. Have the knowledge on the different procedures for casting crowns, bridges and partial dentures.	50		
11. Dental Specialties <ul style="list-style-type: none"> a) Endodontics b) Oral Maxillofacial Surgery c) Prosthodontics d) Pedodontics e) Periodontics f) Orthodontics g) Oral Pathology h) Dental Public Health 	1. Be able to pass written tests on the different dental specialties regarding the procedures they do to treat patients. 2. Pass written tests on instrument trays and materials each specialty will use.	30		
12. Nutrition <ul style="list-style-type: none"> a) Definitions and terminology b) Basic nutritional need of the body c) Dental health and nutrition d) Oral manifestation of nutritional deficiencies 	1. Take written tests on basic nutrition needs for an individual. 2. Be able to define the lack of good nutrition and how it will affect the oral cavity if not followed.	25		
13. Pharmacology <ul style="list-style-type: none"> a) General uses of drugs for dentistry b) Prescriptions c) Responsibility of dental assistant in handling drugs 	1. Have an understanding regarding the uses of drugs in dentistry. 2. Know the legal specifications regarding prescription writing and the standards practiced when handling drugs in the office.	10		
14. Basic Office Techniques <ul style="list-style-type: none"> a) Basic computer skills <ul style="list-style-type: none"> 1) Dentrix b) Appointment book control c) Insurance forms d) Telephone techniques e) Recall systems f) Scheduling of patients g) Clinical records h) Credit collections i) Correspondence j) Filing 	1. Have basic knowledge about the Dentrix program such as: making appointments, charting, recall system and patient's ledger. 2. Understand the unit system and how long it may take for each appointment when scheduling. 3. Basic understanding of dental insurance. 4. Know good telephone techniques. 5. Brief introduction on collections and how they may be handled in or out of the office. 6. Be able to demonstrate how to file properly and do light correspondence.	20		

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL	CC	CP
Instruction will include:	Student will be able to:	CL	CC	CP
15. Seeking Employment a) Employment application b) Cover letter c) Resumes d) Interview e) Termination	1. Complete a perfect employment application. 2. Complete a perfect cover letter. 3. Complete a perfect resume. 4. Will have completed a perfect portfolio containing the above along with any awards through school, and letters of recommendations.	15		
16. Community Classroom a) General dental offices b) Specialty dental offices c) Dental laboratory	1. If a student chooses to do community classroom they may work 10 hours per week out of class time as long as they have their hepatitis vaccine.			
	Total Hours	360		
	Grand Total Hours	360		

Prepared by: Leslie Ochinang 01/2010

10. COURSE OUTLINE:

b) CAREER PERFORMANCE STANDARDS

i) EXPECTED STUDENT OUTCOMES

ii) HOURS OF INSTRUCTION

COURSE OUTLINE

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>1. Personal Skills</p> <ul style="list-style-type: none"> ▪ Classroom policies & procedures ▪ Ethics <ul style="list-style-type: none"> → Work → Business ▪ Sexual harassment laws ▪ Personal skills, including positive attitude, self-confident, honesty, perseverance & self-discipline ▪ Professional appearance ▪ Time management ▪ Lifelong learning 	<p>1. Understand how personal skill development, including positive attitude, honesty, self-confidence, time management, & other positive traits affect employability.</p> <ul style="list-style-type: none"> ▪ Demonstrate and understand classroom policies & procedures ▪ Define work and business ethics & demonstrate the importance of ethical standards & social responsibilities in the business environment. ▪ Discuss the laws applicable to sexual harassment & discuss tactics for handling harassment situations. ▪ Demonstrate personal skills in class and/or business environment: <ul style="list-style-type: none"> → Positive attitude → Self-confidence → Honesty → Perseverance → Self-discipline ▪ Demonstrate and model personal hygiene and acceptable professional attire ▪ Prioritize tasks and meet deadlines ▪ Explain the importance of lifelong learning 	<p>Integrated in content area skills</p>

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>2. Interpersonal Skills</p> <ul style="list-style-type: none"> ▪ Group dynamics ▪ Conflict resolution and negotiation ▪ Team work ▪ Etiquette across gender and cultural groups 	<p>2. Understand principles of effective interpersonal skills, including group dynamics, conflict resolution, and negotiation.</p> <ul style="list-style-type: none"> ▪ Identify and explain the key concepts of group dynamics ▪ Discuss and demonstrate the dynamics of conflict resolution and negotiation, and their importance within the business environment ▪ Demonstrate effective teamwork, share responsibilities, accept supervision and assume leadership roles ▪ Demonstrate cooperative working relationships and proper etiquette across gender and cultural groups 	Integrated in content area skills
<p>3. Thinking and Problem-Solving Skills</p> <ul style="list-style-type: none"> ▪ Critical and creative thinking skills ▪ Logical reasoning and problem-solving skills ▪ Numerical estimation, measurement, and calculation ▪ Identify, locate, and organize needed information and propose, evaluate, and select alternative solutions 	<p>3. Understand the importance of critical thinking and problem-solving skills in the workplace.</p> <ul style="list-style-type: none"> ▪ Apply critical and creative thinking skills in a work environment and implement a plan of improvement as needed ▪ Demonstrate logical reasoning and problem solving skills in a work environment ▪ Apply numerical estimation, measurement and calculation skills to business applications including the following: <ul style="list-style-type: none"> → Whole number math → Decimals & fractions → Counting & monetary functions → Use of tables & graphs ▪ Recognize problem situations; identify, locate and organize needed information, and propose, evaluate and select from alternate solutions 	Integrated in content area skills

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>4. Communication Skills</p> <ul style="list-style-type: none"> ▪ Written communications ▪ Verbal and Nonverbal communications ▪ Active and effective listening ▪ Proper etiquette in business communications ▪ Writing and editing skills ▪ Use of reference material and handbooks ▪ Oral presentations 	<p>4. Understand principles of effective communication.</p> <ul style="list-style-type: none"> ▪ Read and implement written instructions, technical manuals, written communication, and reference books ▪ Present a positive image of verbal and nonverbal communication through use of appropriate methods ▪ Demonstrate active and effective listening skills through verbal, nonverbal and written feedback ▪ Demonstrate proper etiquette in business communications, including an awareness of requisite for international communications (languages, customs, and time zones) ▪ Demonstrate the following writing and editing skills: <ul style="list-style-type: none"> → Use correct grammar, punctuation, capitalization, vocabulary and spelling → Write, proofread and edit → Select and use appropriate forms of communication ▪ Exhibit a proficiency in the use of reference materials such as dictionary, thesaurus, telephone directory, almanac, zip code directory, and office handbooks 	<p>Integrated in content area skills</p>
<p>5. Occupational Safety</p> <ul style="list-style-type: none"> ▪ Good safety practices 	<p>5. Understand occupational safety issues, including avoidance of physical hazards</p> <ul style="list-style-type: none"> ▪ Model and implement good safety practices including: <ul style="list-style-type: none"> → Avoidance and reporting of physical hazards in the work environment → Safe operation of equipment → Proper handling of hazardous materials 	<p>Integrated in content area skills</p>

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>6. Employment Literacy</p> <ul style="list-style-type: none"> ▪ Expand awareness of career opportunities ▪ Set employment goals and objectives ▪ Aptitudes, personal characteristics and interests ▪ Develop portfolio to C-TAP standards ▪ Develop interviewing techniques 	<p>6. Understand career paths and strategies for obtaining employment.</p> <ul style="list-style-type: none"> ▪ Explore career opportunities and develop a career plan ▪ Identify steps for setting goals and writing personal goals and objectives ▪ Examine aptitudes related to career options; relate personal characteristics and interests to educational and occupational opportunities ▪ Develop a portfolio to include the following: <ul style="list-style-type: none"> → Letter of Introduction → Cover letter → Resume → Thank you letter → Job application → Licenses, Certificates and Awards → Transcripts → Letters of Recommendation → Work Samples 	<p>Integrated in content area skills</p>
<p>7. Technology Literacy</p> <ul style="list-style-type: none"> ▪ Apply Industry specific technology ▪ Use Industry specific software ▪ Demonstrate Keyboarding ▪ Accessing information ▪ Lifelong enhancement of technology skills 	<p>7. Understand and adapt to changing technology.</p> <ul style="list-style-type: none"> ▪ Identify and demonstrate use of appropriate technology ▪ Identify and use industry specific software ▪ Demonstrate proficiency in alphanumeric keyboarding ▪ Input and retrieve information ▪ Understand the importance of lifelong learning in adapting to changing technology 	<p>Integrated in content area skills</p>

11. ADDITIONAL RECOMMENDED /OPTIONAL ITEMS

a. ARTICULATION:

High Schools	Hartnell College	College Course Articulated
Alisal High School	Hartnell College	Beginning Word Processing
Everett High School		Office Procedures
North Salinas High School		Intermediate Office Skills
Salinas High School		Machine Calculations
		Beginning Keyboarding and Formatting
		Professional Development and Career Management

b. VOCATIONAL CREDIT: 5 – 10 units

c. ACADEMIC CREDIT:

d. INSTRUCTIONAL STRATEGIES: Cooperative team work

- Individualized instruction
- Individual practice
- Lab practical experience
- Community Classroom
- SDAIE techniques
- Drill and practice

e. INSTRUCTIONAL MATERIALS: Computers (word-processing and tutorial software)

- IBM compatible computers, memory typewriters, calculators, transcription machines
- Simulations: Pediatric Associates
- Reference materials
- Textbooks: Century 21 Keyboarding, Solving Business Problems on the Electronic Calculator, Office Skills, Alphabetic Indexing, Rules, Basic Math, Keeping Financial Records
- Reference Manuals
- Speakers from the Community and Advisory Board
- Classroom Posters
- Newspapers
- Videos

f. CERTIFICATES:

- Course Certificate
 - Successful completion of established proficiencies leading to certificate competency levels
- Achievement Certificate
 - Minimum of one proficiency completed leading to certificate competency levels