

MISSION TRAILS REGIONAL OCCUPATIONAL PROGRAM

1. COURSE TITLE: Introduction to Dental Careers
ID#
2. CBEDS TITLE: Dental Assistant
3. CBEDS NUMBER: 4234
4. JOB TITLES: Office Assistant, Chairside Assistant
5. COURSE DESCRIPTION: This class is designed for students who are interested in pursuing dentistry as a profession in the future. This course will give the student an introduction to the skills required to be a successful dental professional. Students will be given insight into some of the key terminology used in dental offices, employment opportunities available within this career as well as introductory instruction in the areas related to dental assisting as well as receptionist skills. Because of the extent of this subject area, this class should be considered a prerequisite for more advanced dental careers courses available in nearby areas. The areas that will be addressed within this course are: Dentistry as a Profession, Dental Sciences, Infection Control and Hazardous Materials, Dental Treatment, Patient Care, Dental Radiography, Preventive Dentistry, Restorative Dentistry, Specialized Dentistry and Preparation for Employment.
6. HOURS: Up to 180
7. PREREQUISITES: Basic computer skills, 2.0 GPA or above.
8. REVISED DATE: September, 2008

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
		CL = Classroom CC = Comm. Class. CP = Co-op Ed.		
Instruction will include:	Student will be able to:	CL	CC	CP
1. Introduction to Dentistry a) History and ethics b) Dental fields c) Personal appearance d) Oral hygiene	1. Understand the history of dentistry. 2. Understand the definition and importance of ethics as it relates to Dentistry. 3. List and define the members of the healthcare team. 4. Demonstrate the techniques required for good oral hygiene and professional appearance.	14		
2. Interpersonal and Human Relationships a) Understanding patient behavior b) Communication skills with 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 the classroom and later within the dental office.	7		
3. Dental Anatomy and Physiology a) Basic oral Anatomy b) The oral cavity c) Morphology of teeth and dentition periods	1. Identify basic knowledge needed regarding Anatomy and Physiology through classroom participation and testing. 2. Name as well as describe the dentitions of the oral cavity. 3. Name and identify the various parts of the oral cavity as well as the healthy tooth.	21		
4. Infection Control and Hazardous Waste a) Identification of microorganisms b) Methods of infection control c) Sterilization	1. Have knowledge of microorganisms and the diseases they cause. 2. Discuss techniques used to sterilize and disinfect instruments, counter tops and the operatory area. 3. Discuss the methods used for sterilization.	21		
5. Dental Treatment a) Preventive Dentistry b) Restorative Dentistry c) Surgical Dentistry d) Oral Radiography e) Armamentarium	1. Will be able to identify and discuss the various preventive, restorative and surgical procedures used in dentistry. 2. Have basic knowledge of dental x-rays. 3. Be able to discuss and identify basic instruments as well as other armamentarium used in dentistry.	19		
6. Patient Care a) Understanding patient behavior b) Communication skills with staff and patients c) Understand the steps involved with the new patient examination d) Medical Emergencies in the Dental office e) Pain and anxiety control	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 the classroom and later within the dental office. 3. Discuss the various stages of the new patient examination. 4. Name and discuss treatment for the various medical emergencies that may take place in the dental office. 4. Name and describe the various types of pain control used in dentistry.	19		

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL = Classroom	CC = Comm. Class.	CP = Co-op Ed.
6. Specialized Dentistry a) Endodontics b) Oral Maxillofacial Surgery c) Oral and Maxillofacial Radiology d) Prosthodontics e) Pediatric Dentistry f) Periodontics g) Orthodontics h) Oral Pathology i) Dental Public Health	1. Be able to discuss as well as pass written tests on the various dental specialists as well as the procedures performed within each content area.	10		
7. Basic Dental Administrative Skills a) Basic computer skills b) Telephone techniques c) Recall systems d) Scheduling of patients e) Clinical records f) Credit collections g) Correspondence h) Filing	1. Have basic knowledge about making appointments, charting, recall systems as well as taking messages. 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.	21		
8. Functional Reading and Writing Skills a) Following Directions b) Journaling	1. Students will be able to make periodic journal entries practicing proper reading and writing skills.	20		
9. Seeking Employment a) Employment application b) Cover letter c) Resumes d) Interview	1. Complete a personal portfolio to include a perfect employment application, perfect cover letter, perfect resume as well as other documents highlighting their accomplishments. 2. Will be able to discuss and demonstrate a successful job interview.	28		
10. 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 up to 5 hours per week out of class time as long as they have their hepatitis vaccine.	1-5 Hours per week		
	Total Hours	180		
	Grand Total Hours			

10. COURSE OUTLINE:

- b) CAREER PERFORMANCE STANDARDS
 - i) EXPECTED STUDENT OUTCOMES
 - ii) HOURS OF INSTRUCTION

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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 	<p>Integrated in content area skills</p>
<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 	<p>Integrated in content area skills</p>

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:

- b. VOCATIONAL CREDIT: 5 – 10 units

- c. ACADEMIC CREDIT:

- d. INSTRUCTIONAL STRATEGIES: Cooperative learning
Individualized instruction
SDAIE techniques
Drill and practice
Community Classroom

- e. INSTRUCTIONAL MATERIALS: Computers
Reference materials
Textbooks: Robinson's Essentials of Dental Assisting, 4th Edition,
Medcom Trainex; Infection Control for the Dental Healthcare
Team
Ann Ehrlich's Fundamentals of Dentistry, 2nd Edition
Saunders Administrative Dental Assistant, 2nd Edition
Reference Manuals
Student Handouts
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.