

Dental Office Receptionist

CONTINUING STUDIES CERTIFICATE

Why study to become a dental office receptionist?

You have great communication skills, work well with people, and like working in an office environment. But you want a role that's challenging and makes a difference.

UFV's Dental Office Receptionist program will qualify you for a challenging job with flexible hours, the chance to work with the public, and good remuneration for your time.

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HOW WILL UFV PREPARE ME FOR MY CAREER?

UFV's Dental Office Receptionist certificate program will teach you the inner workings of a busy dental office. You'll come away with a full understanding of the demands of the job and will be well-grounded in such essentials such as understanding B.C.'s dental fee guides, codes, insurance company guidelines, billing procedures, and dental payment plans. You'll also learn how to deal with estimates and about general dental office procedures.



“This leading-edge program combines the most current skills needed to manage the front desk of a dental office, with a strong focus on the business aspect and development of exceptional patient relations.”

— PADDY BRIGGS,
UFV Dental Office
Receptionist instructor.

Dental Office Receptionist



“Our Dental Office Receptionist certificate program offers students the unique opportunity to learn from highly trained professionals who both work in the field and use this knowledge to instruct those wishing to enter the dental community. Upon completion, students are equipped to step into a dental office position with the confidence and expertise to begin their career.”

— **CHERYL ISAAC**, director, UFV Continuing Studies.

WHAT WILL I LEARN?

Your UFV instructor will start you with some basic office skills, but you'll quickly be immersed in learning dental office terminology, becoming familiar with tooth anatomy and dental procedures, how the record-keeping system works and how to keep on top of paperwork and issues like billing. You will also receive some computer training to ensure your skills are up-to-date and ready for the systems currently used in dental offices.

ARE THERE OPPORTUNITIES FOR PRACTICAL EXPERIENCES?

There are two components that involve clinical placement. The first is two days in length and occurs after the clinical portion of the program. The second clinical placement immediately follows the administration component. You must successfully complete the theory components before you can be assigned the second clinical placement placement.

WHERE WILL MY COURSES BE DELIVERED?

While most of your classes will take place at the Abbotsford campus, you will be required to participate in a clinical placement within the Fraser Valley region and will be responsible for your own transportation to your clinical placement sites.

CAN I TAKE THIS PROGRAM PART-TIME?

Sorry, no. This is an intensive 14-week, full-time program. Classes are scheduled on Mondays to Thursdays, 9 a.m. to 4 p.m. You are expected to attend class for 12 weeks and then participate in a two-week clinical placement. The program begins in September of each year. In addition to classroom activities, you will be required to study and prepare assignments outside of class for an additional six to eight hours a week.

WHAT DO I NEED TO GET IN?

As a candidate for this program you must have your Grade 12 or equivalent, and a strong oral and written knowledge of English. A Composition Placement Test (CPT) score of 48 or better or successful completion of ESL course level 80 English is required.

We also require the following:

- Introductory computer course or equivalent experience
- 30 wpm typing speed. (Attach copy of certificate.)
- Willingness to undergo a criminal record check
- A 500-word written statement outlining your reasons for wanting to take the program
- Interview with instructor(s)
- Personal suitability — recommended skills and attributes:
 - » patience and composure under stress
 - » ability to work under close direction as part of a team
 - » schedule flexibility
 - » communication and people skills

HOW WILL I BE EVALUATED?

As a dental office receptionist student, you will be evaluated on classroom participation, classroom assignments, study projects, clinical placements, and by examination for each module. You must maintain a grade percentage of 85 percent and an attendance record of 90 percent to participate in the clinical placement. Successful completion of both theory and clinical placement must be achieved to obtain your certificate.

COURSE OUTLINE:

| TITLE | HOURS* |
|----------------------------|------------|
| Communication | 26 hours |
| Dental Terminology | 72 hours |
| Insurance | 48 hours |
| Treatment and Payment Plan | 12 hours |
| Computer Skills | 36 hours |
| Practicum Orientation | 16 hours |
| Core Program | 70 hours |
| Final Practicum | 80 hours |
| Total Hours | 360 |

*hours are approximate

I'M INTERESTED. WHEN SHOULD I APPLY?

The program begins in September and your application should be received by January 31 of that year. Applications received after this deadline will be considered if space is still available in the program.

HOW MUCH WILL IT COST?

The program costs \$4,500 while the cost of books, supplies, and other expenses will add up to an additional \$200 on top of that. Keep in mind that fees and book prices may change. You may be eligible for the student loan or bursary program.

To find out more, visit the UFV Financial Aid and Awards office, which facilitates the disbursement each year of about \$12 million in federal and provincial student loans, grants, bursaries, scholarships, and awards to UFV students. A helpful budget planning worksheet is available online at www.ufv.ca/fineaid/budget.

SOUNDS GREAT. WHAT DO I DO NEXT?

It's best to check out UFV's website at www.ufv.ca/cs and read the Continuing Studies section carefully. From our website you can learn more about the Dental Office Receptionist certificate program and download the application forms. No application fee is required. Attach all required documentation and then submit the completed application package to the Continuing Studies department. As soon as we receive your complete application, you will be contacted for an interview with the program instructor. Once you have been accepted into the program, you may register. Fees are due at that time.

CAN I SPEAK WITH SOMEONE ABOUT MY OPTIONS?

We want to hear from you. For more information, contact Heather Chapman at the Continuing Studies department at 604-864-4626, or toll-free 1-888-504-7441, local 4626. Or go to www.ufv.ca/cs to get more information.



About UFV

Nestled in the beautiful Fraser Valley just east of Vancouver, in B.C., UFV is a fully accredited, public university that enrolls more than 11,000 students each year. UFV has campuses in Abbotsford, Chilliwack, and Mission and regional centres in Hope and Agassiz, and a growing presence in Chandigarh, India.

UFV is committed to exceptional post-secondary instruction and a nurturing learning environment. We are large enough to offer variety, yet small enough to offer the personal attention that our students need to thrive. Our small class sizes and focus on teaching allow our students to get to know their instructors and learn in a hands-on setting.

We offer more than 80 programs, including 13 bachelor's degrees, a master's degree, and more than a dozen trades and technology programs. We believe that anyone who wants to go to university should be given the chance, so our admission policies are flexible, and we provide university prep courses and high school completion options. There are many options for learning: full-time, in class, online, as part of a structured program or one tailored specifically to your interests.

Many of our programs "ladder" into one another, allowing students to keep their options open. Our international programming makes for a culturally diverse student body and great opportunities to study abroad, while our continuing studies offerings make learning a lifelong experience.

UFV is recognized nationally for student success, an excellent learning environment, creative integration of programming, and our work with our local communities.

Get to know us better at www.ufv.ca.



The information contained in this document is subject to change. Please refer to www.ufv.ca/cs for up-to-date information. UFV reserves the right to cancel courses and programs.

