



# Dental Administrative Assistant Diploma Program



## CAREER OPPORTUNITIES

- ◆ Endodontist Office : Specialize in root canal
- ◆ Oral Pathologists Office : Diagnose oral disease
- ◆ Pediatric Dentists Office : Specialize in children's teeth
- ◆ Periodontist Office : Specialize in gum disease
- ◆ Oral and Maxillofacial Surgeons Office : Operate on the jaws and mouth
- ◆ Orthodontists Office : Straighten teeth with braces/retainers

**Government Grants, Scholarships, and Financial Aid  
May be Available For Those Who Qualify**

☎ 905-667-8333, 905-412-5222

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📍 Unit 16A & 15B, 1400 Bayly Street, Pickering, ON L1W 3R2

# Dental Administrative Assistant Diploma Program

## Program Objectives

This program provides students with the basic knowledge, skills, and work experience needed to become permanently employable in any medical setting, with special skills suited to working in a dental practice.

Successful graduates will earn the CMAP - Certified Medical Assisting Professional designation, in addition to their diploma. They are fully qualified to work in a hands-on administrative/clinical support capacity in any medical field, such as dental practices (both large and small), as well as in a variety of healthcare industries.

## Delivery Method

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Online/Hybrid

## Career Opportunities

Graduates of this program are qualified to work in a wide variety of healthcare settings and occupations. Job titles vary, but graduates are an integral part of many healthcare settings, such as:

- Hospital nursing units or outpatient departments
- Hospital admitting/ER departments (e.g., switchboard, cash desk, information center, patient registration, and morgue)
- Ambulatory/outpatient departments
- Diagnostic lab/x-ray departments
- Medical finance and administrative departments
- Health records departments
- long term and extended care departments
- Physicians' offices, clinics, mental healthcare centers, and allied healthcare

## Duties and Responsibilities

A majority of your job is to provide customer service. You are generally the first person to greet patients when they come into the office and enter their information in the office record system. Additional job duties may include:

- Filling out insurance forms and filing them with insurance companies.
- Coordinating the front office with the professional staff is also part of your job, so that the dentist and other staff know when patients have arrived.
- Answering the phone,
- Responding to e-mail messages,
- Managing the office accounting may also be required

## Competencies Upon Completion

### CORE COURSES

#### Keyboarding

Minimum 40 words per minute (WPM).

#### Operating Systems

Basic level of proficiency in a Windows operating system

#### Word Processing

Intermediate level of proficiency in Microsoft Word

#### Spreadsheets

Basic level of proficiency in Microsoft Excel

Business Skills

Customer Service

#### Help Desk & Call Center Skills

#### Telephone Communication Skills

#### Healthcare (Instructor-Led)

## Financial Assistance

Several funding options exist for students, our Financial Aid Officer would be glad to answer any of your questions. Student Financial Assistance Options include:

- Ontario Student Assistance Program (OSAP)
- Better Jobs Ontario Program
- Interest-Free Monthly Payment Plan Options

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