The Dental Office Administration program will equip you with the office administrative skills and clinical knowledge necessary to work effectively in a dental practice.

You will study dental office procedures such as:

- preparation and maintenance of client records
- inventory systems
- recall systems
- appointment scheduling
- dental insurance
- accounting
- computer literacy (including dental software)
- oro-facial anatomy
- terminology
- basic clinical dentistry theory

Students may have the opportunity to gain practical experience through exposure to the operation of our WAVE Dental Clinic located on-site at the Daphne Cockwell Centre for Health Sciences, Waterfront Campus.

FIELD EDUCATION OPTIONS

The field placement component of this program provides an important opportunity for students to apply classroom learning including the various procedures, operating systems and overall processes of a dental practice, to a real-world environment.

Students can expect to be offsite in placement in Semester 2 between January – April. They are typically placed with a general or specialty dental practice for a minimum of 100 hours. During that time, students will have the chance to observe and participate in the day-to-day operations of a dental office.

PROGRAM STANDARDS AND LEARNING OUTCOMES

The graduate has reliably demonstrated the ability to:

1. Set up office systems.
2. Organize and coordinate appointments.
3. Maintain and manage patient records.
5. Employ correct methods of processing insurance claims.
6. Utilize micro-computer systems.
7. Mount and store dental radiographs.

PART TIME STUDY OPTIONS

This program is not available on a part-time basis.
REQUIRED COURSES

SEMESTER 1

<table>
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<tr>
<th>Code</th>
<th>Course name</th>
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<tr>
<td>ANAT1032</td>
<td>Anatomy and Terminology I</td>
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<td>CLIN1001</td>
<td>The Clinical Environment I</td>
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<tr>
<td>DENT1109</td>
<td>Dental Office Theory I</td>
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<tr>
<td>DENT1111</td>
<td>Dental Software I</td>
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<tr>
<td>DENT1120</td>
<td>Transition to Work</td>
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<td>DENT1121</td>
<td>The Dynamic Dental Practice</td>
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<td>COMM1007</td>
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SEMESTER 2

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<td>Anatomy and Terminology II</td>
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<tr>
<td>CLIN1002</td>
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<td>Dental Office Theory II</td>
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<td>DENT1125</td>
<td>Field Education</td>
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<td>GSSC1053</td>
<td>Collaborative Health Care in Canada</td>
</tr>
<tr>
<td>HLTH1024</td>
<td>Introduction to Health-Care Law</td>
</tr>
<tr>
<td>HRM1012</td>
<td>Developing People</td>
</tr>
</tbody>
</table>

YOUR CAREER

Upon graduation you will be prepared to become an integral part of a dental health-care team.

Our graduates have found employment as administrative dental assistants within:

- dental practices
- specialty group practices
- dental insurance companies

With experience, you may advance in your career to become a treatment coordinator, supervisor or office manager.

Graduates are eligible to write the Ontario Dental Assistants Association (ODAA) Certified Dental Receptionist (CDR) examination. If successful, they are recognized as Certified Dental Receptionists. Please visit the Ontario Dental Assistants Association website to learn more about this certification and the associated fees.

ADMISSION REQUIREMENTS

Applicants are selected on the basis of their academic achievement, including the required courses, and the selection criteria outlined below.

- Ontario Secondary School Diploma or equivalent**
- Grade 12 English (C or U)
- Attending an information session is highly recommended
- Basic knowledge of keyboarding skills is recommended.
- Basic knowledge of computer skills is recommended.

** MATURE STUDENT STATUS (19 YEARS OF AGE OR OLDER AND NO OSSD)

Mature Students may take the Admissions Assessment for English, OR may consider upgrading to achieve the credit(s) needed in English.

Please note that George Brown is committed to ensuring that applicants will succeed in their program of choice and meeting the minimum requirements does not guarantee admission to the program. Applicants may be required to have grades higher than the minimum requirements stated.

COURSE EXEMPTIONS

College or university credits may qualify you for course exemptions. Please visit georgebrown.ca/transferguide for more information.

INTERNATIONAL STUDENTS

Visit the International Admissions page for more information.
To put it simply, being a George Brown student changed my life. Having graduated from the Dental Office Administration program, I was prepared for situations seen daily in a dental office. I acquired clinical knowledge and through the field placement requirement, my career was launched!

With the specific courses covered, I was taught the fundamentals of administrative dentistry, making me an exceptional candidate for employment.

Most importantly, my time at George Brown College taught me about myself and my passion. I have found a career as a Head Patient Coordinator, an opportunity that arose directly through my field placement!

Knowing I am a valued team member making a difference within my clinic and with our patients is an incredible feeling. There are opportunities for growth within my company and I am excited to see what the future holds.

It all began at George Brown College, and I am proud to be another blossoming Alumni!

Nadia Boduryan (Graduate 2019, Dental Office Administration)

VISIT OUR CAMPUS

Register for an information session where you can:
• Talk to faculty in greater detail.
• Check out our WAVE Clinics.
• Meet potential classmates.
• Visit the Daphne Cockwell Centre for Health Sciences, Waterfront Campus where your classes will be held.

Visit georgebrown.ca/s115_info for a list of current information session dates and times.

LINKS REFERENCE

2 http://www.georgebrown.ca/international/futurestudents/tuitionfees/
3 http://www.georgebrown.ca/wave/dentalclinic/
4 http://www.odaa.org
5 http://www.georgebrown.ca/assessment/admi-pre/
6 http://www.georgebrown.ca/upgrading-credits/english-diploma/
7 http://www.georgebrown.ca/international/futurestudents/applynow/
8 http://www.georgebrown.ca/s115_info/
9 http://www.georgebrown.ca/wave/

George Brown College is continually striving to improve its programs and their delivery. The information contained in this calendar is subject to change without notice. It should not be viewed as a representation, offer or warranty. Students are responsible for verifying George Brown College admission, graduation, and fee requirements as well as any requirements of outside institutions, industry associations, or other bodies that may award additional designations concurrently with, or after completion of, a George Brown College program.

CONTACT US

For more information, contact the School of Health Services Management at 416-415-5000, ext. 4542 or email kcallemartinez@georgebrown.ca. You may also call the George Brown College Contact Centre at 416-415-2000 (TTY 1-877-515-5559) or long distance 1-800-265-2002.