



## Curriculum Chart

Credits	Topic
<u>7 credits</u>	<b><u>Customer Service/Communication</u></b> <ul style="list-style-type: none"> <li>▪ Phone etiquette</li> <li>▪ Triage; scripting the correct questions to assess the call</li> <li>▪ Communication Skills</li> <li>▪ Divorced parents/custody questions</li> <li>▪ Human Trafficking identification</li> </ul>
<u>3 credits</u>	<b><u>Insurance Benefits/Billing</u></b> <ul style="list-style-type: none"> <li>▪ Dental benefits 101</li> <li>▪ CDT Codes</li> </ul>
<u>2 credits</u>	<b><u>Clinical Skills</u></b> <ul style="list-style-type: none"> <li>▪ Chairside 101</li> <li>▪ Understanding treatments plans</li> <li>▪ Dental terminology</li> <li>▪ Basic dental knowledge</li> </ul>
<u>6 credits</u>	<b><u>Human Resources</u></b> <ul style="list-style-type: none"> <li>▪ Interviewing/hiring/firing</li> <li>▪ Handling staff issues</li> <li>▪ Dealing with difficult employees</li> <li>▪ Supervising skills</li> </ul>
<u>4 credits</u>	<b><u>OSHA/HIPAA/OIG</u></b> <ul style="list-style-type: none"> <li>▪ HIPAA rule requirements</li> <li>▪ Breach/Security rule requirements</li> <li>▪ Patient authorization/access</li> <li>▪ Business associate identification</li> <li>▪ OIG requirement for fraud, waste and abuse prevention</li> </ul>
<u>1 credit</u>	<b><u>Marketing/Social Media</u></b> <ul style="list-style-type: none"> <li>▪ Digital marketing</li> <li>▪ Social media platforms</li> </ul>
<u>3 credits</u>	<b><u>Office Finances</u></b> <ul style="list-style-type: none"> <li>▪ Understanding basic operational expenses</li> <li>▪ Maximizing the schedule</li> <li>▪ Collections</li> </ul>
<u>4 credits</u>	<b><u>Risk Management</u></b> <ul style="list-style-type: none"> <li>▪ Reduce risk of malpractice claims</li> <li>▪ Patient care scenarios</li> <li>▪ Practice operations</li> <li>▪ Informed consent</li> <li>▪ Recordkeeping</li> </ul>
<b>Total Credits = 30</b>	<b>Certification Completion</b>