Springfield COLLEGE

English

Dental Receptionist Certification Program

(This program does not require approval under the Ontario Career Colleges Act, 2005)



CAREER OPPORTUNITIES

- Dental Receptionist
- Dental Front Desk Assistant
- Dental Office Administrative Assistant
- Dental Appointment Coordinator
- Dental Patient Services Assistant

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

+1 (647) 872-4464

info@springfieldcollege.ca

Dental Receptionist Certification Program

Program Overview

The Dental Receptionist Certificate Course introduces the office procedures and communication skills needed to support a dental practice. Dental reception personnel welcome patients, coordinate appointments, respond to questions, and help maintain organized administrative records.

The course covers foundational dental terminology, scheduling, patient information, billing, insurance documentation, and confidentiality. Learners gain familiarity with the daily activities that keep a dental reception area organized and responsive.

Program Highlights

- Introduction to front desk responsibilities in dental clinics.
- Dental vocabulary and understanding of routine appointments.
- Overview of booking, recalls, records, and patient communication.
- Foundational dental billing and insurance administration.

Career Opportunities

Learners may use this certificate to complement office experience when applying for entry-level administrative positions in dental practices. Some employers may require additional qualifications or direct dental office experience.

Skills Acquisition

Learners can develop skills to:

- Coordinate routine dental appointments.
- Use common dental terminology in an administrative setting.
- Maintain patient information with accuracy and discretion.
- Understand basic dental billing and insurance paperwork.
- Communicate professionally with patients and dental teams.
- Use common scheduling and administrative systems.
- Prioritize front desk and patient service tasks.
- Understand privacy requirements and workplace boundaries.

Program Outline

1. Introduction to Dental Reception: Reception duties and the daily organization of a dental office.

2. Dental Terminology: Common dental words, oral anatomy, and treatment descriptions.

3. Appointment Scheduling: Booking, rescheduling, recalls, cancellations, and coordination.

4. Patient Registration: Collecting information and maintaining accurate patient records.

5. Dental Billing: Invoices, payment records, and routine administrative billing steps.

6. Dental Insurance Basics: Introduction to claim forms and benefits documentation.

7. Patient Communication: Telephone etiquette, front desk communication, and customer service.

8. Dental Office Software: Electronic appointments, basic patient records, and common tools.

9. Privacy and Professional Ethics: Protecting patient information and acting professionally.

10. Daily Workflow Coordination: Prioritizing reception tasks and supporting patient flow.

+1 (647) 872-4464

info@springfieldcollege.ca

English