



Your first step to a NEW career!

2020-2021

Student Handbook



Volume XI, eff. for sessions starting after January 1, 2020

Student's Name

NC Dental U

*Physical Address: 123 Capcom Ave. Suite 4
Wake Forest, NC 27587
(877) 432-3555
www.NCDentalU.com*

Mailing Address: Admissions Office
12 Lincolnshire Drive
Lockport, NY 14094

Oath of the NC DENTAL U Graduate

**Now being admitted to the Dental Profession,
I pledge myself to service humanity, my patients,
my community and my profession. I will use my skills
to serve all in need, with openness of spirit and without
bias. The health and well-being of my patients will be
my first consideration. I will hold in confidence all that
my patients entrust to me. I will not subordinate the
dignity of any person to monetary, scientific or political ends.**

**I recognize I have responsibilities to my community to
promote its welfare and to speak out against injustice.
The high regard of my profession is born of society's
trust in its practitioners. I will strive to merit that trust.**

**I will promote the integrity of my profession with
honest and respectful relations with other health
professionals. I am indebted to those who have
taught me it's art and science and I recognize my
responsibility, in turn, to contribute to the education
of those who come after me. I will strive to advance
my profession by seeking new knowledge and by
re-examining the ideas and practices of the past.**

**I assume these responsibilities' knowing that their
fulfillment relies upon my own good health. I ask
that my colleagues be attentive to my well-being,
as I will be theirs. I will seek to improve my practice
by maintaining my skills and addressing my mistakes.**

I take this Oath freely and upon my Honor.

*Based on Hippocratic Oath, Prayer of Maimonides § 1947 Declaration of Geneva.
From U. of Louisville School of Dentistry and Harvard University (Nathaniel Report, 1994-Harvard Medical Alumni Bulletin 68:42-44)*

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School Name: NC DENTAL U

Wake Forest Location: 123 Capcom Ave. Suite 4. Wake Forest, North Carolina 27587

Greenville Location: 2140 W. Arlington Blvd. Greenville, NC 27587

Fayetteville Location: 3621 Cape Center Dr. Fayetteville, NC 28304

Governing Body: Evolve Dental Management Group; LLC

123 Capcom Ave. Suite 4

Wake Forest, North Carolina 27587

Directors: Robyn Klose, RDH

Tammy Hughes, DAI

Assistant Manager: Nicole Liles, DAI

Faculty: Robyn Klose, RDH

Tammy Hughes, DAI

Nicole Liles DAI- Dental Assistant I/Radiology/ Coronal Polishing/Nitrous/SPICE

Christina Casper, RDH- Dental Assisting I/Radiology, Coronal Polishing/Nitrous

Diana Huff, DAI-Dental Assisting I/Radiology/Nitrous

Samantha Quintana, DAI-Dental Assisting I/Radiology

Kathryn Graham, DAI- Dental Assisting I/ Radiology/ Nitrous

Kathy Reece, DAI- Dental Assisting I/Radiology/Nitrous

Sharma Rains, DAI- Dental Assisting I/Radiology/Nitrous

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Date of Initial Program Licensure and Initiation:

Wake Forest 2007

Greenville 2008

Fayetteville 2016

This is the current catalog of this institution and it is certified to be true and correct in content and policy.

INTRODUCTORY STATEMENT

This handbook is provided to the students of NC DENTAL U for general information purposes. The directors and faculty have addressed a number of important issues that require your immediate attention. Please read and keep a copy of the handbook for your reference. Please print your name on the cover so that if it is misplaced, it may be easily returned to you. It is expected that additional sections will be added to this handbook as questions may arise that require further consideration and attention. At such time you will receive a copy.

POLICY ON SMOKING

No smoking is permitted in the buildings, entryways or steps. Smoke breaks will not be allowed throughout class. You may smoke in designated areas when the entire class is on break; however, you may not step out of the building during the course of instruction in the classroom or in the clinic. While on your externship, please follow the instructions set forth by each office you will be working with regarding “smoke breaks”.

A WORD ABOUT ETHICS

As a health care profession, we cannot over emphasize the importance of ethical behavior as a dimension of professional conduct and performance. Thus, it is expected that each of us speak and act in such ways that always exemplify the ultimate level of professionalism, behavior and ethics to each other, to the faculty and most importantly to patients and visitors. The Oath of the NC Dental U graduate appears on the second page of this handbook. It concisely summarizes the behaviors, attitudes and responsibilities which are essential characteristics of a health care professional and which should become part of your personal development as you progress towards graduation.

TEACH OUT PROVISIONS

The institution has and maintains the following policy with regard to continuation of current educational classes (a teach-out). In the event that the institution, for any reason, is unable to continue operation as an educational entity, sufficient bonding is in place to refund tuition and fees for currently enrolled classes as well as the refund of any unearned tuition and fees for educational programs (pre-paid tuition and fees) that cannot be completed through the awarding of terminal certificates, diploma, and/or degrees. In any case, currently enrolled classes will be completed.

Dental Assistant I classes are held every Monday, Wednesday and Fridays from 6pm to 10pm each session. There is also an option for Saturday's only from 8:30a-5pm.

2020 Dental Assistant I Calendar

Monday/Wednesday

January 13th–March 6th (MWF)

March 30th–June 22nd (5/25 no class)

June 29th- Sept 23rd (no class 9/7)

September 28th- Dec 21st (No class 11/25)

Saturday Only

January 11th - April 4th

May 2nd – August 1st

September 12th-December 12th

Tuesday and Thursday Day

Wake Forest Only

January 14th-March 5th (No Holidays)

March 31st- May 21st (No Holidays)

June 23rd-August 18th (No Holidays)

September 8th- Oct 29th (No Holidays)

2020 Dental Receptionist Course (Wake Forest & Charlotte Only)

May 2nd, 9th, 15th, 22nd, & 29th – Cancel

April 3rd, 10th, 17, 24, & May 1st

September 12th, 19th, 25th, October 2nd, and 9th - CANCEL

July 10th, 17th, 24th, 31st, Aug 7th

Oct 16th, 23rd, 30th, Nov 6th & Nov 13th

2021 Dental Assistant I Calendar

Monday/Wednesday *Wake Forest and Charlotte*

January 11th–March 31st (No Holidays)

April 7th – June 30th (Off 5/31)

July 12th – Oct 4th (Off 9/7)

Oct 11th – Dec 29th (No Holidays)

Saturday Only *Wake Forest, Charlotte, Greenville, and Fayetteville*

January 16th - April 10th (Off 4/3) **Easter Weekend

May 8th – Aug 7th (Off 5/29, and 7/3)

** Memorial Day and Independence Day

September 11th–December 4th (Off 11/27)

** Thanksgiving

Tuesday and Thursday Day *(Wake Forest & Charlotte Campuses Only)*

January 12th–March 4th (No Holidays)

March 30th - May 20th (No Holidays)

June 15th–August 5th (No Holidays)

September 7th– October 28th (No Holidays)

2021 Dental Receptionist Course *(Wake Forest & Charlotte Campuses Only)*

April 9, 16, 23, 30 & May 7th

July 9, 16, 23, 30 & Aug 6th

Oct 8th, 15, 22, 29 & Nov 5th

Coronal Polishing, Nitrous, SPICE and Radiology course information, class dates and schedules vary and can be found online at www.NCDentalU.com.

HOLIDAYS

Classes will **not** be held on the following Holidays:
New Year's Eve

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New Year's Day
Good Friday (Friday before Easter)
Easter Sunday
Memorial Day (Monday)
Independence Day (July 4th)
Labor Day
Halloween night (if applicable)
Thanksgiving Day
Christmas Eve
Christmas Day

ATTENDANCE POLICY

Students are expected to attend class regularly and on time. Students who anticipate their absence or tardiness should contact their appropriate instructor in advance. In the case of an unexpected absence or tardiness, student should contact the school as early as possible at 877-432-3555 or by sending an email message to info@NCDentalU.com. In either case, the student is responsible for all material covered.

A student may be granted one absence per course (One absence is equal to 4 classroom or clinical hours).

The student must make up the time missed due to the absence during the current term, if allowed by the instructor or in the next scheduled term in order to satisfy the graduation requirements.

****** The next scheduled session is based on space permitting.

Any absence is discouraged except in emergency situations. Students should be prepared to submit an absence excuse (i.e.-Dr. note, funeral bulletin, etc.) if one absence has already been granted and if so required by the instructor.

ENROLLMENT

Admission Requirements:

Enrollment is on a first come-first serve basis and is limited by seating capacity. Applicants must possess a high school diploma or have their high school equivalency; GED. Applicants will be required to request and submit a high school transcript or GED upon enrollment as well as a copy of applicants vaccination record along with TB/PPD administration and reading to NC Dental U. If applicant has also attended any post-secondary institution, transcript requests will be required from student to be mailed to NC Dental U as well. The school may admit current high school students on a case by case basis in conjunction with written permission from the students' high school principal. Applicants may apply for admission online. Late enrollments may be accepted based on enrollment and capacity. A student can only guarantee their seat in a class by completing all 4 of the following requirements; initial student registration (per method above), requesting an official transcript be sent to the Admissions office, completing and returning the *New Student Paperwork* and with either a \$500 deposit, a third-party lender approval or with a voucher from any affiliated federal or state government programs. Face to face meetings are encouraged, however at minimum; a telephone interview is required with the Registrar

prior to admission. All registrants are encouraged to physically tour the campus prior to class. Such visiting times are made available at quarterly open house dates posted online and by requesting a personal tour during designated times with an on-site employee. Applicants will be considered without regard to race, creed, sex, or national origin.

GRADING

A = 100-90, B = 89-80, C = 79-70, F = 69 and Below

A minimum grade of 70% ("C") is required on all tests including the final exam in order to graduate. The following tests will be issued as separate certifications in conjunction with this program:

- Infection Control and Bloodborne Pathogens (Minimum passing grade- 70%)
- Medical Office Emergencies (Minimum passing grade- 70%)
- HIPAA (Minimum passing grade- 70%)

Intraoral Radiography - Consists of two parts. The first component is issued in the form of a written exam. A minimum score of 74 % is required in order to pass this portion of the program and move forward into the Clinical aspect of Radiography. Clinical Radiography is the second component and is graded by having the student submit one Full Mouth Series meeting the standards set forth by this program, in accordance with guidelines issued by the NC Dental Board. A combined overall score of 80% from both components is required in order to receive the NC X-ray Certification.

The certifications mentioned above are recognized only if the student successfully completes the Dental Assistant Program in its entirety. Certificates for the separate components of the program are not valid in the state of NC unless offered in conjunction with successful completion of a state approved Dental Assistant Program.

A Mid-Term Exam and Final Course Exam will be also issued. A score of 70% is required on each in order to graduate.

Graduation is dependent upon the student's academic performance, as well as, meeting externship and attendance requirements. Most students will pass this course if they follow all of the guidelines, but if not, we will allow each student one re-test in each course. Please note that all re-tests must be completed no sooner than 24 hours after the first attempt but no later than ninety (90) days following the last class meeting. If you are not able to pass the test within ninety days you can re-enroll at a 50% reduced fee for a period up to six (6) months following your first course. After this six-month period, you are required to pay full tuition minus the cost of books unless the textbook has changed, which would then require purchase of a new book.

TRANSFER OF CREDITS / CLASSES

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Classes and/or credit from other institutions, or any applicable and currently held certifications pertaining to students enrolled training may be granted based upon review of student's transcript review by Admissions. Certain certifications received through our training programs may be transferable if you choose to further your education or move out of state. **Please check State Boards and/ or educational institution re: their policies and requirements. Transcripts are available upon request.**

For GI Bill students: Transfer Credit Evaluation- prior to VA Enrollment Certification, all post-secondary transcripts will be evaluated for any applicable transfer credit. Applicable credit, or lack thereof, will be noted in the student's academic file. Appropriate adjustment will be made in tuition and fees corresponding to the acceptance of transfer credit for any program of instruction. Students who have met all admission requirements and have had all transcripts for prior education and training evaluated may be enrolled to DVA when files are complete to document these requirements.

POLICY REGARDING CHEATING

A health care professional is defined by characteristics of conduct, as well as the acquisition of knowledge and skills. Cheating and plagiarism are inconsistent with ethical professional conduct. Incidents of cheating or plagiarism will be grounds for disciplinary action and possible expulsion from the current and possible future courses with no refund.

STUDENT RECORDS

Student records will be kept confidential at the offices of Evolve Dental Management, LLC. Progress reports are maintained as part of the student's permanent record and are available to every student upon request. In the event that this institution is unable to continue operation as an education entity, provision has been made with the *North Carolina* Department of Cultural Resources to assume control of all student's academic and other critical records. Transcript requests are free, can be made online or in writing to: Transcripts: 123 Capcom Ave Street. Suite 4 Wake Forest, North Carolina 27587.

STUDENT CONDUCT

Professional behavior and conduct are expected at all times. Unprofessional behavior and conduct will not be tolerated. Any evidence thereof will result in delay in graduation or expulsion from the session, as determined by the witnessing instructor and Directors of the school.

The following actions represent examples of unprofessional conduct:

1. Loud, indecent or disrespectful conduct (both verbal and/or physical) toward faculty, students, patients or professionals.
2. Failure to comply with a responsible request or direction of faculty/ professional.

3. Unexcused absence from class or externship, and/or repeated and unexcused tardiness, and/or repeated and unexcused class cutting. Also, absence from class or externship on the day before or after a holiday or vacation.
4. Failure to notify the school of an expected absence.
5. Removing Patient records or radiographs from the clinic/ office.
6. Providing treatment for a patient who is not indicated or appropriate.
7. Changing patients' appointments, scheduling patients or rescheduling patients without informing the reception staff of changes in advance.
8. Unprepared to treat patients at the beginning of their scheduled appointment time.
9. Student ineffectively communicates patient treatment needs and addresses patient concerns.

EMERGENCY RESPONSE PROCEDURE

When a victim of sudden illness or injury becomes apparent, any school employee qualified to administer first-aid is both allowed and encouraged to deliver appropriate care under the circumstances presented. All currently enrolled students and employees are equally covered by the Carolina Dental Consultants Liability Insurance for such activities pursuant to North Carolina Law.

Please note that the following indicate severe and critical emergencies for which 9-1-1 should be summoned immediately:

- Chest Pains/suspected Heart Attack
- Respiratory Distress
- Severe Uncontrolled Bleeding
- Prolonged Unconsciousness/Unresponsiveness
- Choking
- Severe Burns
- Poisoning or Drug overdose
- Suspected Fracture of Back or Neck or severe head injury

TUITION / FEES*Licensed Programs*

** Programs licensed by the NC State Board of Community Colleges ** The North Carolina State Board of Community Colleges is not an accrediting agency*

Dental Assistant I with NC X-ray certification program is \$3,395.00 (Wake Forest, Greenville, Fayetteville)

****\$200 ENROLLMENT DEPOSIT**

Intro to Dental Assisting Online program is \$1,995. (Wake Forest Only)

Dental Receptionist program is \$1,099. (Wake Forest Only)

Dental Receptionist Online program is \$1,099. (Wake Forest Only)

Dental Career Fundamentals is \$500 (Wake Forest Only)

TUITION / FEES*Continuing Education Programs*

Disclaimer: The following courses are offered for continuing education purposes to previously trained and occupationally qualified individuals. These programs are not licensed by the State Board of Community Colleges and are not based upon any assessment of program quality under established licensing standards. These courses are however recognized and approved by the NC Dental Board.

Intra Oral Radiology for the Dental Auxiliary program is \$595. (Wake Forest, Greenville, Fayetteville)

Coronal Polishing for the DAII class is \$275. (Wake Forest, Greenville, Fayetteville)

Nitrous Oxide Sedation class is \$265 (Wake Forest, Greenville, Fayetteville)

SPICE class is \$145 (Wake Forest, Greenville, Fayetteville)

**Tuition costs may change without notice or warning. Please refer to www.ncdentalu.com/frequently_asked_questions.htm for the advertised cost at the time of student's actual enrollment.*

The Dental Assistant I class consists of a total 132 clock hours and the time and date of your class will vary but will be either:

Monday, Wednesday, Fridays from 6p-10pm for a total of 12 hours a week, OR

Tuesday, Thursday from 6p-10p and Saturdays from 9a-3p for a total of 12 hours a week, OR

Tuesday, Thursday Daytime Session from 8:30am-5pm for a total of 8.5 hours a week.

Saturdays Only from 8:30am-5pm for a total of 8.5 hours a week.

The course fees above include:

- Tuition
- Any applicable textbook Essentials of Dental Assisting 6th Edition (Robinson Bird)
- Dental Materials and Supplies
- As required; uniform-black scrub jacket with name tag.

Certifications for the DAI program includes: Infection Control / HIPAA, CPR and Medical Office Emergencies. Dental Assisting, I also includes a separate North Carolina Dental Radiology Certification. Students will have the option to obtain membership to the American Dental Assisting Association at their own expense. NC Dental U will provide Student Liability insurance while on the physical premises of NC Dental U property.

DAII Disclosure Statement – A student completing all requirements of this program will be classified as Dental Assistant I in North Carolina. Dental Assistant II classification requires successful completion of:

- (a) an ADA-accredited dental assisting program and current certification in CPR; or

(b) one academic year or longer in an ADA-accredited dental hygiene program, and current certification in CPR; or

(2) completion of the Dental Assistant certification examination(s) administered by the Dental Assisting National Board and current certification in CPR; or

(3) completion of:

(a) a 3-hour course in sterilization and infection control;

(b) a 3-hour course in dental office emergencies; and

(c) current certification in CPR.

(d) after completing Sub-Items (3)(b), (c), and (d) of this Rule, dental assistants may be trained in any dental delivery setting and allowed to perform the functions of a Dental Assistant II under the direct control and supervision of a licensed dentist, except as listed in Sub-Item 3(e) of this Rule.

(e) dental assistants may take radiographs after completing radiology training consistent with G.S. 90-29(c)(12).

(f) full-time employment and experience as a chairside assistant for two years (3,000 hours) of the preceding five, during which period the assistant may be trained in any dental delivery setting and allowed to perform the functions of a Dental Assistant II under the direct control and supervision of a licensed dentist.

Dental Assistant I Payment Options:

-Tuition may be paid by cash, check or credit card. Payment plans can also be arranged. All tuition payments must be finalized 1 week before graduation unless an extended payment plan is selected. Students may also elect to arrange for "Pay as you Learn" weekly or bi-weekly payments while attending classes; however a one-time 5% financing fee (5% of the balance on the first day of class) will apply to this option.

-A seat will be guaranteed with a minimum \$99 deposit.

-Extended payment plans may also be considered through 3rd party lender financing based upon the applicants or co-applicant's credit and financial position.

You have selected the following payment option.

- ☐ \$3,395.00 before the first day of class. This can be broken up but must be paid in full before, not on, the 1st day of your registered class. Balance Due by _____, 20____
- ☐ "Half, Half N Half"-pay half of tuition (\$1648) at registration and pay the other half (\$1648), halfway through the course-*no interest charge added.*
Date 1: _____ Date 2: _____
- ☐ "3 Pay"-split the total tuition into 3 equal payments of \$1098.66): *1 at registration, 1 halfway through class and 1 two weeks before class ends-no interest added*
Date 1: _____ Date 2: _____ Date 3: _____

"Pay As You Learn"-these payment options below include a one-time 5% interest fee, with payments starting the first week of class. Consistent payments must be made throughout the course in order to stay in the class. 3 day grace period is allowed.

☐ \$99 down payment, then \$288.81 due each class week (12 payments). **OR**

☐ \$99 down payment, then \$577.63 due bi-weekly (6 payments)

Extended Payment Plan 6 months through NC Dental U is available. An Additional loan processing fee will apply in addition to interest. The interest rate will be 18%

☐ Extended Financing for 6 months, through NCDU. Additional Loan fee of \$200 will be charged., plus a \$99 Down Payment. 18% Interest will be charged, ___ Monthly \$656.80, ___ Bi-Weekly \$328.40 or ___ \$164.20 Weekly

Consistent payments must be made throughout the course in order to stay in the class. 3 day grace period is allowed.

☐ WIA, ESC, NC STARS, JobLinks scholarships or other workforce development programs _____.

☐ GI Bill or MyCAA military spouse tuition payment.

REFUNDS

12/13 Weeks = One Quarter

- As a cost of enrollment, NC Dental U charges a non-refundable enrollment fee of \$200. This amount is included in the student's initial tuition payment and will be subtracted from any refund amount owed the student.
- NC Dental U reserves the right to honor all refunds, up to and no longer than, 30 days after a written request has been received.
- A 100 percent refund shall be made if the student officially withdraws prior to the first day of class (es) as noted in the school calendar. Also, a student is eligible for a 100 percent refund if the class (es) in which the student is officially registered is cancelled due to insufficient enrollment.
- A 75 percent refund shall be made up to the 25 percent point of any term defined by quarters or clock hours for a student who officially withdraws from class (es).
- Refunds for multi-entry classes will be based on the percentage of class requirements completed.
- To comply with applicable federal regulations regarding refunds; federal regulations regarding refunds will supersede state refund regulations in this rule.
- Those wishing to cancel for illness or personal reasons may resume their course of study in the next session. They will re-enroll at the start of the next session. Re-enrollments within 6 months of last day attended will be at 50% of current tuition fee plus a \$200 administrative fee.
- A \$30 charge will apply to all returned checks.
- ALL REFUNDS ARE CALCULATED ON TOTAL COST OF TUITION, NOT THE AMOUNT PAID TO HOLD THE SEAT.

Refund timeline:

Deposit 1st day of class 25% of class End of class

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-Deposit date until 1st day of class=full refund, minus \$200 enrollment fee.

-1st day of class until 25% of class=75% refund, minus \$200 enrollment fee.

-After 25% of class=no refund issued.

Refunds are calculated based on total cost of class not the amount paid to hold your seat.

FACILITIES

Campus physical address is:

Wake Forest Location: 123 Capcom Ave. Suite 4. Wake Forest, North Carolina 27587- (1800 sq ft facility)

Greenville Location: 2140 W. Arlington Blvd. Greenville, NC 27587 (3530 Sq Ft facility)

Fayetteville Location: 3621 Cape Center Dr. Fayetteville, NC 28304 (4200 sq ft facility)

Students will be taught in a dental setting. Lecture will be conducted in a classroom setting. Clinical instruction will be held in a dental operatory. The classroom environment consists of dental operatories, a sterilization/lab area, restrooms and a reception/common area. During the course of instruction, students may occupy any of the above-mentioned areas.

EQUIPMENT

Students will receive hands-on instruction and become familiar with utilizing the following dental equipment:

Dental Chairs	Ultrasonic Cleaners
Delivery Carts	Autoclaves
Dental Lights	Curing Lights
Radiography Units	Hand pieces

Other various small dental equipment, materials and supplies.

- A. RAD Lecture Final
- B. Clinical/practical use

PA's, Bitewings, etc. Course Listings and Information

The following courses have been approved and licensed by the NC State Board of Community Colleges

- I. Dental Assistant I Training with NC Xray Certification, N20 Certification and The Administrative Dental Professional A/B pages 15-18**
- II. Dental Career Fundamentals (WCPSS) –page 19**
- III. Intro to Dental Assisting Online –page 19**
- IV. Dental Receptionist Course –page 19-20**

Continuing Education Course Listings and Information

Disclaimer: These courses are offered for continuing education purposes to previously trained and occupationally qualified individuals. This program is not licensed by the State Board of Community Colleges and is not based upon any assessment of program quality under established licensing standards. These Courses are recognized and approved by the NC Dental Board.

- V. Coronal Polishing for the Dental Assistant II -page 20**
- VI. Nitrous Oxide Sedation -page 21**
- VII. SPICE (Statewide Program for Infection Control and Epidemiology) –page 21**
- VIII. Radiology for the Dental Auxiliary- page 22**

Outlines: Licensed Programs

I Dental Assistant I Training with NC X-ray Certification, N20 Certification and Dental Receptionist A and B

Part A- Dental Receptionist Course Description

Students will learn to:

- Interact with patients and the dental team.
- Obtain health histories and maintain patient records.
- Understand dental terminology.
- Schedule patients.
- Master recall systems.
- Assist the dentist in caring for patients.

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- Use the computer to maximize efficiency in the dental office.
- Perform administrative duties in the dental office.

Course Objectives

- Understand the role of the Dental Receptionist.
- Know the basics of dental practice.
- Develop communication skills for use with patients and coworkers.
- Develop excellent telephone technique.
- Produce professional written correspondence.
- Relate to patients in a professional, caring manner.
- Understand teamwork in the dental office.
- Maintain quality patient records.
- Understand information management in the dental office.
- Become proficient with scheduling and recall systems.
- Process dental insurance.
- Perform inventory management and equipment maintenance.
- Know bookkeeping and collection procedures.
- Use the computer to promote efficiency.
- Develop employability skills and strategies (DAII Credentialing)

Course Outline

I. The Dental Profession (35%)

- a. Introduction to Dentistry
- b. Dental Basics

II. Dental Office Communication (15%)

- c. Basic Communication Skills and Telephone Techniques
- d. Written Correspondence
- e. Patient Relations
- f. Dental Team Communication

III. Records Management (5%)

- g. Patient Clinical Records
- h. Information Management

IV. Scheduling and Recall Systems (10%)

i. Dental Patient Scheduling

j. Recall Systems

V. Dental Insurance Processing (5%)

VI. Financial Management (10%)

k. Financial Arrangements and Collection Procedures

l. Bookkeeping Procedures: Accounts Receivable

m. Bookkeeping Procedures: Accounts Payable

VII. Office Equipment and Inventory (5%)

n. Inventory Management

o. Office Equipment

VIII. Computers in the Dental Office (5%)

IX. Employment Strategies (10%)

Part B- Dental Assistant I with NC X-ray Certification

Course Description

Enjoy the rewards of working with a dentist to create brighter smiles! This exciting new Dental Assisting Program can help you can make a difference. The essential skills you learn in this program enable you to gain the edge you need to be an entry level Dental Assistant (DAI).

Introduction to Dental Assisting introduces dentistry; establishes fundamentals of the dental assisting profession; licensure, the dental team, and dental specialties. The student will learn: roles of the dental assistant; specialty fields of dentistry; dental terminology; areas of the dental office; equipment; treatment rooms; sterilization center, and laboratory.

Course Objectives:

Upon successful completion of this program, students will:

- Understand the role of the Dental Assistant
- Know the basics of dental practice.
- Understand Dental Theory and Terminology
- Understand Dental/Oral Anatomy, Tooth Numbering System
- Maintain quality patient records
- Become proficient in Charting Restorations and Periodontal Pockets
- Fluoride application
- Impression and Model Trimming

- Understand Sterilization procedures
- Develop communication skills for use with patients and coworkers.
- Produce professional written correspondence.
- Relate to patients in a professional, caring manner.
- Understand teamwork in the dental office.
- Understand information management in the dental office.
- Become proficient with scheduling and recall systems.
- Understand dental insurance.
- Perform inventory management and equipment maintenance.
- Use the computer to promote efficiency.
- Develop employability skills and strategies

The student will receive the following certifications upon completion:

- North Carolina X-RAY Certification
- Infection Control/ HIPAA Certification
- BLS Certification for Health Care Providers
- Dental Office Emergencies
- Certificate of Course Completion from Carolina Dental Consultants

Course Outline

I. Orientation

- A. Introduction to School & Faculty
- B. Allied Health Personnel and Professional Associations
- C. Introduction to Dentistry & Dental Specialties
- D. Ethics & the Laws
- E. Basic Terminology

II. Dental Theory and Terminology

- A. Dental and Oral Anatomy
- B. Dental Charting & Tooth Numbering Systems
- C. Dental & General Terminology

III. Clinical Orientation and Four-handed Dental Assisting

- A. Instrument nomenclature and identification for all aspects of General Dentistry
- B. Equipment operation, chair positioning, assistant equipment usage
- C. Instrument transfer techniques chair-side assisting and suctioning
- D. Chair-side doctor-patient-assistant positioning
- E. Use of instruments and materials in assisting for:

1. Operative Dentistry
 2. Oral Surgery
 3. Crown and Bridge
 4. Endodontics
 5. Periodontics
 6. Pedodontics
 7. Orthodontics
- F. Handpiece care and maintenance

IV. Dental Materials

- A. Amalgams, Composites & Cements
- B. Impression materials and practice in their use:
alginate, rubber base, etc.
- C. Wax bites, counter impressions
- D. Model pouring and trimming

V. Advanced Clinical Procedures

1. Operative Dentistry
2. Oral Surgery
3. Crown and Bridge Procedures
4. Endodontics Procedures
5. Periodontic Dentistry
6. Pedodontic Dentistry
7. Orthodontic Procedures
8. Preventive Dentistry

VI. Radiology for the Dental Auxiliary

- A. Lecture-history and terms.
- B. Safety precautions and awareness.
- C. RAD Lecture Final
- D. Clinical/practical use
- E. PA's, Bitewings, etc.
- F. Clinical RAD Final

VII. 40 Hour Externship Requirement

- A. Application of lecture and clinical knowledge in a real-world dental setting.
- B. Completion of required items on checklist issued by instructors.
- C. Certification of Dr./Office Mgr./certifying official and issue back to instructors.

VIII. Class Final Exam and Graduation

II. DENTAL CAREER FUNDAMENTALS

Course Description

Dental Career Fundamentals provides an introduction to dentistry; establishes fundamentals of the dental profession; licensure, the dental team, and dental specialties. The student will learn: roles of the dental assistant; specialty fields of dentistry; dental terminology; areas of the dental office; equipment; treatment rooms; sterilization center, and laboratory.

Upon successful completion of this program, students will have the knowledge needed to seek an entry-level position in a dental office. Some students may choose to further their education to become Dental Assistants or Registered Dental Hygienists.

III. INTRO TO DENTAL ASSISTING - ONLINE

Course Description

Our online training program is designed to be interactive and easy to follow for dental assisting students. It provides an overview of the dental profession, dental health and disease, basic anatomy and physiology, infection control, basic dental assisting, radiology, dental materials and dental office management, all of which will prepare you to enter the dental profession. Upon registering, you're given an initial six months to complete the program. Should you need more time, you may request a three-month extension at no additional charge. ***Students should plan to spend a minimum of 5 hours per week to complete this program in six months.*

Course Outline:

1. The Dental Assisting Profession
2. Sciences in Dentistry
3. Oral Health and Prevention of Dental Disease
4. Infection Control in Dentistry
5. Occupational Health and Safety
6. Patient Information and Assessment
7. Front Office Procedures
8. Disease Transmission
9. Safety in the Dental Office
10. Foundation of Clinical Dentistry
11. Dental Radiology
12. Dental Materials
13. Assisting in Comprehensive Dental Care
14. Dental Administration and Communication Skills
15. Employment Strategies

IV. DENTAL RECEPTIONIST COURSE

Course Description

The NC Dental U Dental Receptionist Program provides the essential skills needed to enable our students to gain the required proficiency to become an entry level Dental Receptionist.

Upon successful completion of this program, our students will be marketable as a skilled Dental Receptionist, with all certifications required to perform job duties in the dental office. Students may become employed as Front Desk Associates, Office Managers, Dental Product Sales Representatives or Accounts Receivable Clerks. Some students may choose to further their education to become a Dental Assistant or Registered Dental Hygienists.

This is a 40-hour course offered on Friday's and Saturday's in Wake Forest ONLY! Price includes textbook and all certifications. The course outline is below and will include Infection Control, Medical Office Emergencies, HIPAA and CPR certifications.

Course Outline:

- Understand the role of the Dental Receptionist.
- Know the basics of dental practice.
- Develop communication skills for use with patients and coworkers.
- Develop excellent telephone technique.
- Produce professional written correspondence.
- Relate to patients in a professional, caring manner.
- Understand teamwork in the dental office.
- Maintain quality patient records.
- Understand information management in the dental office.
- Become proficient with scheduling and recall systems.
- Process dental insurance.
- Perform inventory management and equipment maintenance.
- Know bookkeeping and collection procedures.
- Use the computer to promote efficiency.
- Develop employability skills and strategies

Outlines: Continuing Education Programs

V. Coronal Polishing for the Dental Assistant II

*Disclaimer: **Coronal Polishing** is offered for continuing education purposes to previously trained and occupationally qualified individuals. This program is not licensed by the State Board of Community Colleges and is not based upon any assessment of program quality under established licensing standards. This course is recognized and approved by the NC Dental Board*

Course Description

Coronal Polishing is an expanded function for trained DAIIs. Our course includes 3 hours of lecture and 4 hours of clinical practice of coronal tooth polishing.

Upon successful completion of this course, the Dental Assistant II will be able to polish, under the supervision of a licensed dentist, the coronal surfaces of the dentition.

This course is only offered to DAII's.

The following documentation will be required prior to enrollment:

- 1. Proof of DAII status / Employment Verification*
- 2. Upon the student's complete registration and payment for the class, please be prepared to bring the following to class: A hygiene hand-piece or a nose cone, slow speed hand-piece as well as your protective eyewear and a scrub lab jacket.*

VI. Nitrous Oxide Sedation

Disclaimer: Nitrous Oxide Sedation is offered for continuing education purposes to previously trained and occupationally qualified individuals. This program is not licensed by the State Board of Community Colleges and is not based upon any assessment of program quality under established licensing standards. This course is recognized and approved by the NC Dental Board

Course Description

This course is designed to provide Dental Auxiliary (DAI, DAII or RDH) with the background knowledge necessary for monitoring nitrous oxide-oxygen analgesia.

1. Physiologic and Pharmacologic Effects of Anesthesia
2. Side Effects and Adverse Reactions
3. Analgesia vs. Anesthesia
4. Indications and Contraindications
5. Clinical Manifestations of Analgesia/Anesthesia
6. Equipment (Armamentarium) Used in the Administration of Nitrous Oxide
7. Pre-anesthetic Preparation
8. Techniques for Administration
9. Legal Considerations and Chart Entries
10. Occupational Exposure
11. State Regulations

The course is intended to involve seven hours of lecture. A comprehensive final examination is administered to the student who completes this course. A 75% score is required on the written final examination in order to obtain certification. Clinical experience is not required because dental assistants and hygienists cannot legally administer nitrous oxide-oxygen analgesia

VII. SPICE

Disclaimer: SPICE is offered for continuing education purposes to previously trained and occupationally qualified individuals. This program is not licensed by the State Board of Community Colleges and is not based upon any assessment of program quality under established licensing standards. This course is recognized and approved by the NC Dental Board

Course Description

It is now required that one person in each Dental Practice complete a certified State Approved Infection Control Course. This SPICE course will provide the most updated information relating to blood borne pathogens, decontamination, disinfection, sterilization and waste management, personal protective equipment, hand hygiene, and medical asepsis, occupational health, and communicable disease precautions according to CDC Guidelines. This course has been approved by the Statewide Program for Infection Control and Epidemiology (SPICE) office to meet the Code requirements. Upon completion, all participants will receive their SPICE certificate.

VIII. Radiology for the Dental Auxiliary

Disclaimer: Radiology is offered for continuing education purposes to previously trained and occupationally qualified individuals. This program is not licensed by the State Board of Community Colleges and is not based upon any assessment of program quality under established licensing standards. This course is recognized and approved by the NC Dental Board

Radiology for the Dental Auxiliary

- C. Lecture-history and terms.
- D. Safety precautions and awareness.
- E.
- F. Clinical RAD Final



HEPATITIS VACCINATION

NC Dental U strongly recommends obtaining the Hepatitis B vaccination for individuals with occupational exposure to blood or other potentially infectious material. This vaccination is typically given at no charge to the employee by an employer. Students may also obtain vaccination through the local health department or local physician's office. Costs can vary and will be the sole responsibility of the student. While vaccination is encouraged, it is not mandatory. However, all students must complete this form.

PrintedName: _____

Signature: _____

Lastfour Digits of SS# _____ Tel. #: _____

Email: _____

Course Date: _____

Please circle one of the following:

I have previously been vaccinated for Hepatitis B. (Approximate Date: _____)

I have not been vaccinated but intend to get the vaccination at my own expense.

I have not been vaccinated and do not wish to be vaccinated at this time

(If you decline, please read and sign declination below)

Hepatitis Vaccine Declination

I understand that, due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus infection. It has been recommended that I be vaccinated with the Hepatitis B vaccine. However, I decline the Hepatitis B vaccination at this time. I understand that by declining this vaccination, I continue to be at risk of acquiring Hepatitis B. I understand that I may change my mind at any time and elect to receive the vaccination at my expense.

Signature

Date



Your first step to a NEW career!

ACKNOWLEDGMENT

The undersigned Student acknowledges that he or she has received and reviewed a copy of the NC Dental U Student Handbook (the "Handbook") and understands the policies, practices and regulations set forth therein and agrees to abide by the same. The Student further acknowledges that

all Student policies provided are at the sole option and discretion of NC Dental U and are not contractual. All Student benefits and policies are subject to change, addition or cancellation as NC Dental U may, in its sole discretion, determine from time to time. The Student acknowledges responsibility for complying with future changes in policies, regulations and practices communicated to him or her from time to time.

The Student acknowledges the confidentiality of private and proprietary information the Student may learn concerning the programs offered by NC Dental U. The Student understands that all information concerning the programs, including business and financial operations, policies and practices, shall be held as private and confidential and shall not be used for any manner outside of the program or disclosed to any persons or entities outside of the program except in strict accordance with the terms of the Handbook.

Printed Name of Student: _____

Signature: _____

Date: _____

Witness: _____