



## DENT-142 – Dental Reception

### Health and Human Services

**Effective Term & Year:** Fall 2026

**Course Outline Review Date:** 2031-04-01

**Program Area:** Health

#### Description:

This course provides basic information for work at the front desk of the dental office. This course provides an overview of the common skills necessary to keep an office running smoothly when the regular receptionist is absent. Students will develop skills in patient communication at the front desk, including both in-person and telephone interactions. They will learn appointment scheduling and recall systems using computer software, as well as managing patient accounts, dental insurance, and other financial responsibilities typically handled by a receptionist or office manager. The course also covers office organization and professional written communication. In addition, students will prepare a cover letter and résumé for employment purposes and review effective interview techniques.

#### Program Information:

This course is required for successful completion of the Dental Assistant program.

**Delivery Methods:** On-campus (Face-to-Face)

**Credit Type:** College of the Rockies Credits

**Credits:** 3

#### Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	33

Seminar/Tutorials

Laboratory/Studio 44 \*Refer to DENT 154 Course Outline

Practicum/Field Experience

Co-op/Work Experience

Other

Total 77

### Course Requisites:

None

### Prior Learning and Recognition: No

### Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

### Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date, the following textbooks were in use:

Robinson, D.S. (2024). *Modern dental assisting* (14th ed.). Elsevier.

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*Please see the instructor's syllabus or check COTR's online text calculator*

<https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

## Learning Outcomes:

Upon the successful completion of this course, students will be able to

- discuss the importance of a culturally influenced reception area;
- demonstrate effective verbal and written communication skills that promote cultural awareness of all clients;
- implement office procedures such as appointment control and recall systems;
- develop a basic understanding of accounts receivable and other financial processes including insurance claim forms and filing;
- create a cover letter and resume to apply for employment positions; and
- review employment interview skills.

## Course Topics:

- Patient Communication
- Appointment Control
- Recall Systems
- Patients Accounts
- Dental Claims
- Financial Records
- Filing and Supply Inventory
- Office Communications
- Job Related Skills

## Evaluation and Assessments

### Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Quizzes, Worksheets and Assignments	20%
Reception Computer Assignments	25%
Case Studies	25%
Final Exam – units 1 – 8	30%
Total	100%

### Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=95	94-90	89-85	84-80	79-75	74-70					<70

### Pass requirements:

An overall average of B- (70%) or higher is required to pass this course.

### **Evaluation Notes Comments:**

#### **CLINICAL:**

Elements of DENT 142, particularly course learning outcomes #2-4, correspond to DENT 154 practical objectives:

- Apply Telephone Techniques
- Control Appointments
- Manage Recall System
- Control Patient Accounts
- Process Dental Claims
- Maintain Financial Records
- Maintain Filing System
- Manage Written Communications

**It is important to note that DENT 142 Dental Reception provides an overview of reception procedures. This course does not provide an entire Office Administration Program.**

#### **Exam Attendance:**

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

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#### **Academic Policies:**

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.1.4 Course Audit
- Policy 2.4.1 Credential Framework
- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Rights, Responsibilities and Conduct
- Policy 2.4.8 Academic Performance
- Policy 2.4.9 Student Feedback and Concerns
- Policy 2.4.11 Storage of Academic Works
- Policy 2.5.3 Student Appeal
- Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR)

**Course Changes:**

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.