

The student should meet the following objectives and demonstrate an understanding of the facts and principles presented in all chapters:

Chapter 1- Introduction to The Dental Profession

- Review dental disease and dentistry from the "beginning of time.
- Identify the items on the timeline of dental history.
- Name the individuals who had a great impact on the profession of dentistry.
- Identify the people who promoted education and organized dentistry
- Explain what DDS and DMD stand for.
- Identify the nine specialties of dentistry.
- Describe, generally, the career skills performed by dental assistants, dental hygienists, and dental laboratory technicians.
- List the education required for, and the professional organizations that represent, each dental career path.

Chapter 2-Psychology, Communication and Multicultural Interaction

- Define psychology and paradigm.
- Describe the components of the communication process.
- Describe how the baby boomer generation may differ from generations "X" and "Y."
- List the skills used in listening.
- Differentiate the terms used in verbal and non-verbal communication.
- Demonstrate how the following body language is used in nonverbal communication behavior: spatial, posture, facial expression, gestures, and perception.
- Discuss how Maslow's hierarchy of needs is used and how it relates to communication in today's dental office.
- Discuss how defense mechanisms can inhibit communication.
- Describe some general behaviors of multicultural patient populations.

Chapter 3-Ethics, Jurisprudence and Health Information and Portability and Accountability Act

- Identify the difference between civil and criminal law.
- Define the Dental Practice Act and what it covers.
- Identify who oversees the Dental Practice Act and how licenses for the dental field are obtained.
- Define expanded functions.
- Identify the components of a contract.
- Identify due care and give examples of malpractice and torts.
- Identify fraud and where it may be seen in the dental office.
- Identify care that can be given under the Good Samaritan Law.
- Identify the four areas of the Americans with Disabilities Act.
- Identify the responsibilities of the dental team in regard to dental records, implied and informed consent, subpoenas, and the statute of limitations.
- Define ethics and give examples of the American Dental Association and American Dental Assistants Association's principles of ethics.
- State how dentistry follows ethical principles in regard to advertising, professional fees and charges, and professional responsibilities and rights.
- State how the HIPAA law has impacted the dental office and identify the parameters of the law.
- Identify how patient health information can be used and disclosed, as well as the rights of patients.
- Gain an understanding of the training that the staff must follow to be compliant with the HIPAA laws.
- Identify the CDT transactions and code sets.

Chapter 4-Oral Health and Preventative Techniques

- Describe how plaque forms and affects the tooth.
- Identify oral hygiene tips that will aid each age group.

- Identify the oral hygiene aids, including manual and automatic, available to all patients.
- Demonstrate the six tooth brushing techniques.
- Identify types of dental floss and demonstrate flossing technique.
- Describe fluoride and its use in dentistry.
- Define fluoridation and describe its effects on tooth development and the post-eruption stage.
- List and explain the forms of fluoride. Describe how to prepare a patient and demonstrate a fluoride application.

Chapter 5- Nutrition

- Describe how an understanding of nutrition is used in the profession of dental assisting.
- Define nutrients found in foods, including carbohydrates, fiber, fats, proteins, and amino acids. Explain how they affect oral hygiene.
- Define a calorie and the basal metabolic rate.
- Identify and explain how vitamins, major minerals, and water function in the body.
- Explain how to interpret food labeling.
- Discuss the implication of eating disorders.
- Identify the food sources, functions, and implications of deficiencies of fat-soluble vitamins, water-soluble vitamins, and the seven major minerals.

Chapter 6- General Anatomy and Physiology

- List the body systems, body planes and directions, and cavities of the body, and describe the structure and function of the cell.
- Explain the functions and divisions of the skeletal system, list the composition of the bone, and identify the types of joints.
- List the functions and parts of the muscular system.
- List the functions and the structure of the nervous system.
- List the functions and the parts of the endocrine

system.

- Explain dental concerns related to the reproductive system.
- Explain the functions of the circulatory system and list and identify the parts.
- Explain the functions and parts of the digestive system.
- List the functions and parts of the respiratory system. List the functions and parts of the lymphatic system and the immune system.

Chapter 7- Head and Neck Anatomy

- List and identify the landmarks of the face and the oral cavity, including the tongue, floor of the mouth, and salivary glands.
- Identify the bones of the cranium and the face and identify the landmarks on the maxilla and the mandible.
- Identify the parts of the temporomandibular joint (TMJ) and describe how the joint works.
- List and identify the muscles of mastication, facial expression, the floor of the mouth, the tongue, the throat, the neck, and the shoulders. Explain their functions.
- List and identify the nerves of the maxilla and the mandible.
- Identify the arteries and veins of the head and the neck.

Chapter 8- Embryology and Histology

- Identify the terms and times of the three prenatal phases of pregnancy.
- Describe how the human face develops and changes during the zygote and embryo phases.
- Describe the life cycle of a tooth and identify the stages.
- Identify the four primary structures of the tooth and the location and function of each.

- Identify the substances of enamel, dentin, cementum, and pulp and their identifying marks.
- Identify the components of the periodontium and the considerations of the alveolar bone.
- Describe the structures of the gingiva and the mucosa.

Chapter 9- Tooth Morphology

- Identify the dental arches and quadrants using the correct terminology.
- List the primary and permanent teeth by name and location.
- Explain the eruption schedule for the primary and permanent teeth.
- Identify the different divisions of the tooth, including clinical and anatomical divisions.
- Identify the surfaces of each tooth and their locations.
- List the anatomical structures and their definitions.
- Describe each permanent tooth according to location, anatomical features, morphology, function, position, and other identifying factors.
- Describe each deciduous (primary) tooth according to its location, anatomical features, morphology, function, position, and other identifying factors.

Chapter 10- Microbiology

- Identify Anton Van Leeuwenhoek, Ferdinand Cohn, Louis Pasteur, Robert Koch, and Richard Petri according to their contributions to microbiology.
- Explain the groups of microorganisms and staining procedures used to identify them.
- Identify characteristics pertaining to bacteria.
- List the characteristics of protozoa.
- Identify the characteristics of *Rickettsia*.
- Explain the characteristics of yeasts and molds.
- List the characteristics of viruses.
- Describe the diseases of major concern to the dental assistant and explain why they cause concern.
- Identify how the body fights disease. Explain types of

immunity and routes of microorganism infection.

Chapter 11- Infection Control

- Identify the rationale, regulations, recommendations, and training that govern infection control in the dental office.
- Describe how pathogens travel from person to person in the dental office.
- List the three primary routes of microbial transmission and the associated dental procedures that affect the dental assistant.
- Demonstrate the principles of infection control, including medical history, hand washing, personal protective equipment, barriers, chemical disinfectants, ultrasonic cleaners, sterilizers, and instrument storage.
- List various disinfectants and their applications as used in dentistry.
- Identify and demonstrate the usage of different types of sterilizers.
- Demonstrate the usage of several types of sterilization monitors, such as biological and process indicators.
- Identify and show the proper usage of pre-procedure mouth rinses, high-volume evacuation, dental dams, and disposable items.
- Identify and demonstrate the correct protocol for disinfecting, cleaning, and sterilizing prior to seating the patient, as well as at the end of the dental treatment, in the dental radiography area, and in the dental laboratory.

Chapter 12- Management of Hazardous Materials

- Identify the scope of the OSHA Bloodborne/Hazardous Materials Standard.
- Identify physical equipment and mechanical devices provided to safeguard employees.
- Demonstrate safe disposal of sharps.

- Describe MSDS manuals.
- Demonstrate the use of the colors and numbers in hazardous chemical identification.
- Describe employee training required to meet the OSHA standard for hazardous chemicals.

Chapter 13- Preparation for patient care

- Explain how the patient record is developed and the importance of the personal registration form, medical and dental information, clinical evaluation, and the extraoral and intraoral examinations.
- Describe how the patient record may be called into litigation or used in a forensic case.
- Perform or assist the dentist in an extraoral and an intraoral evaluation including lips, tongue, glands, and oral cavity.
- Explain how a diagnosis and treatment plan is developed.
- Perform vital signs on the patient, including both oral and tympanic temperature, pulse, respiration, and blood pressure.
- Document the vital signs and be alert to any signs that are abnormal.
- Identify the five Korotkoff sounds, the two that are used in recording blood pressure, and the man who described them in 1905.

Chapter 14- Dental Charting

- Explain why charting is used in dental practices.
- Identify charts that use symbols to represent conditions in the oral cavity.
- List and explain the systems used for charting the permanent and deciduous dentitions.
- Define G. V. Black's six classifications of cavity preparations.
- List common abbreviations used to identify simple, compound, and complex cavities.
- Describe basic dental charting terminology.
- Explain color indicators and identify charting symbols.

Chapter 15- Pharmacology

- Identify terms related to drugs, pharmacology, and medicines.
- Identify the difference between drug brand names and generic names.
- Identify the parts of a written prescription.
- Identify the texts pertinent to pharmacology.
- Give the English meanings of the Latin abbreviations used for prescriptions.
- Specify the drug laws and who enforces them.
- Identify the schedules for the Comprehensive Drug Abuse Prevention and Control Act of 1970.
- Identify the routes through which drugs can be administered.
- Demonstrate an understanding of the drugs used in dentistry and the ways in which they are used.
- Summarize the uses and effects of nicotine, caffeine, alcohol, marijuana, and cocaine.
- Summarize information about heroin, morphine, and codeine.
- Supply information about amphetamines.
- Demonstrate an understanding of hallucinogenic drugs such as LSD, PCP, and mescaline.
- Demonstrate an understanding of barbiturates.

Chapter 16- Emergency Management

- Describe several emergency situations that may take place in the dental office. Explain how dental assistants can be prepared for these possibilities.
- Describe the "CAB" approach to CPR and demonstrate the associated skills.
- Define the terms and anatomy used in CPR delivery. Determine if the patient is unconscious and demonstrate knowledge of opening the airway and when and how to deliver chest compressions.
- Identify several causes of airway obstructions in the dental office. Demonstrate the ability to open the airway and to perform the Heimlich maneuver.

- Identify the causes, signs, and treatments for syncope, asthma, allergic reactions, anaphylactic reaction, hyperventilation, epilepsy, diabetes mellitus, hypoglycemia, angina pectoris, myocardial infarction, congestive heart failure, and stroke/cerebrovascular accident.
- Identify several dental emergencies that a patient may have, such as abscessed tooth, alveolitis, avulsed tooth, broken prosthesis, soft tissue injury, broken tooth, and loose crown.

Gain an understanding of how a pulse oximeter, capnography, and electrocardiography work and how they can be used in the dental office.

Chapter 17- Introduction to the Dental Office and Basic Chairside Assisting

- Describe the design of a dental office, explaining the purpose of each area.
- Describe the equipment and function of the equipment in each area.
- Describe the daily routine to open and close the dental office.
- Explain the basic concepts of chairside assisting.
- Identify the activity zones and classifications of motion.
- Describe the necessary steps to prepare the treatment room.
- Explain the necessary steps to seat the patient for treatment.
- Describe the ergonomics of the operator and the assistant at chairside.
- Describe the necessary steps to dismiss the patient after treatment is finished.

Identify the special needs of certain patients.

Chapter 18- Basic Chairside Instruments and Tray Systems

- Identify the parts of an instrument.
- Describe how instruments are identified.
- Identify the categories and functions of dental burs.

- Describe the types and functions of abrasives.
- Explain the various handpieces and attachments.
- Describe the types of tray systems and color-coding systems.

Chapter 19- Instrument Transfer and Maintaining the Operating Field

- Describe the transfer zone.
- Define a fulcrum and tactile sensation.
- Describe the grasps, positions, and transfer of instruments for a procedure.
- List the eight rules for instrument transfer.
- Understand instrument transfer modification.
- Describe and demonstrate how to maintain the oral cavity.
- Explain the equipment used in the treatment of the oral cavity.
- Describe techniques for moisture control and isolation.
- Explain techniques for dental assistants performing expanded functions.

Chapter 20- Anesthesia and Sedation

- Describe the methods used to manage the pain and anxiety associated with dental procedures.
- Explain various topical anesthetics and their placements.
- Describe types of local anesthetics.
- Identify the injection sites for the maxillary and mandibular arches.
- Describe the equipment and materials needed to administer local anesthetic.
- List the steps for preparing for the administration of local anesthetic.
- Identify supplemental techniques to administer anesthetics.
- Discuss the role of nitrous oxide in the care of the dental patient.
Demonstrate the ability to assist in the administration of nitrous oxide.

Chapter 21- Introduction to Radiography and Equipment

- Explain the history of radiation and the use of the Hittorf-Crookes and Coolidge tubes.
- List the properties of radiation and explain the biological effects of radiation exposure.
- Identify the components of a dental x-ray unit and explain the function of each component.
- Describe safety precautions when using radiation.
- Explain how an x-ray is produced.
Describe the composition, sizes, types, and storage of dental x-ray film.

Chapter 22- Production and Evaluation of Dental Radiographs

- Describe a diagnostic-quality x-ray.
- Identify the means of producing quality radiographs.
- List the types of film exposures.
- Explain the bisecting principle and technique.
- Explain the paralleling principle and techniques including a full-mouth radiographic survey and bite-wing series.
- Describe special radiographs on various patients, including occlusal, pediatric, edentulous, and endodontic radiographs, and special needs/compromised patients.
- Describe manual film-processing equipment and technique.
- List and explain the composition of processing solutions.
- Describe automatic processing equipment and explain the technique.
- Explain and demonstrate how to mount dental x-rays.
- List common radiographic errors that occur during exposure and processing of x-ray films.
- Explain how to duplicate dental radiographs.
- Describe the storage of final radiographs and legal

implications concerning dental radiographs.

- List standardized procedures and state policies that dental offices follow to ensure quality radiographs.

Chapter 23- Extraoral and Digital Radiography

- Identify extraoral films and describe exposing techniques.
- Identify normal and abnormal radiographic landmarks.
- Identify imaging systems used for dental purposes.
- Describe digital radiography.
- Identify the components of digital radiography.
- Explain the procedure for using digital radiography.
- Describe 3-D imaging systems.

Chapter 24- Endodontics

- Define endodontics and describe what an endodontist does.
- Describe pulpal and periapical disease.
- Identify diagnostic procedures.
- Identify instruments used in endodontic procedures and describe their functions.
- Identify materials used in endodontics and describe their functions.
- Describe endodontic procedures and the responsibilities of the dental assistant.
- Describe endodontic retreatment.
- Explain surgical endodontic procedures and the instruments used.

Chapter 25- Oral and Maxillofacial Surgery

- Describe the scope of oral and maxillofacial surgery.
- Identify the surgical instruments used in various types of surgery and describe their functions.
- Explain the aseptic procedures followed in the oral surgeon's office.
- Describe evaluation procedures for new patients.
- Describe how to prepare the patient for surgical treatment.
- Explain surgical procedures, including tray setups and

assisting responsibilities.

- List the postoperative instructions given to patients.
- List and describe cancer and oral abnormalities detection.
- List and describe biopsy techniques.
- Describe temporomandibular joint (TMJ) disease.
- List and describe the types of dental implants and explain the surgical procedures for placing the implants.
- Explain the oral surgeon's relationship with the hospital.

Advanced Chairside Functions

- Explain the function of sutures and when they are placed.
- List the equipment and supplies needed for suture removal.
- Determine and identify the location and number of sutures and how to evaluate the healing process.
- Identify the following suture patterns: simple, continuous simple, sling, continuous sling, horizontal, and vertical mattress.
- List the basic criteria for suture removal.
- Explain the steps of removal for identified suture patterns.
- Explain postoperative patient care.

Chapter 26- Oral Pathology

- Define oral pathology and identify the dental assistant's role in this specialty.
- Characterize the process of inflammation.
- Identify oral lesions according to placement.
- Identify oral diseases and lesions related to biological agents.
- Describe oral diseases and lesions related to physical agents.
- Identify oral diseases and lesions related to chemical agents.
- Identify oral conditions related to hormonal disturbances.
- Identify oral conditions related to developmental disturbances.
- Distinguish among oral conditions related to nutritional

disturbances.

- Identify the conditions and lesions of oral neoplasms.
- Identify oral lesions related to HIV and AIDS.
- Describe the conditions related to miscellaneous disorders affecting the oral cavity.

Chapter 27- Orthodontics

- Define orthodontics and describe the orthodontic setting.
- Define the role of the dental assistant in an orthodontic setting.
- Define and describe occlusion and malocclusion.
- Identify the causes of malocclusion.
- Describe preventive, interceptive, and corrective orthodontics.
- Explain the process of tooth movement.
- Describe the pre-orthodontic appointment for diagnostic records.
- Describe the consultation appointment and the roles of the assistant, patient, and orthodontist.
- Differentiate between fixed and removable appliances.
- Identify and describe the function of basic orthodontic instruments.
- Describe the stages of orthodontic treatment.
- Explain the procedure for removing orthodontic appliances and how the teeth are kept in position after appliance removal.
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Chapter 28- Pediatric Dentistry and Enamel Sealants

- Define pediatric dentistry as a specialty.
- Describe the pediatric office and team members.
- Explain the common behavioral characteristics of children of various ages.
- Describe child behavior management techniques.
- Explain the role of the parent or guardian in pediatric dentistry.
- Identify common procedures in pediatric dentistry.
- Identify the equipment unique to pediatric dentistry.
- Explain common emergencies in pediatric dentistry and the treatment for these emergencies.

- Identify the signs of child abuse and the procedure for reporting suspected child abuse cases.

Advanced Chairside Functions

- Explain the purpose of using dental sealants and where they are placed.
- List the indications and contraindications of placing sealants.
- Discuss the role of the dental assistant in the placement of dental sealants.
- Describe the types of sealant materials.
- List and describe the steps of the application procedure.

Chapter 29- Periodontics and Coronal Polish

- Describe the scope of periodontics.
- Identify members of the periodontal team and their roles.
- Describe the stages of periodontal disease.
- Explain the diagnostic procedures involved in the patient's first visit to the periodontal office.
- Identify and describe periodontal instruments and their uses.
- Describe nonsurgical procedures and the dental assistant's role in each procedure.
- Explain surgical procedures and dental assisting responsibilities.
- Explain the purpose of periodontal dressing.
- Identify the types of periodontal dressings and how they are prepared, placed, and removed.
- Describe periodontal maintenance procedures and the patient's role relating to each.

Advanced Chairside Functions

- Define coronal polish.
- Describe and explain the rationale for each step in the coronal polish procedure.
- Explain the indications and contraindications for coronal polish.
- Describe and identify dental deposits and stains.
- List types of abrasives and explain characteristics of each type.
- List and explain types of equipment and materials used to perform a coronal polish.

- Explain how to maintain the oral cavity during coronal polish.
- List auxiliary polishing aids and explain their functions.

Chapter 30- Fixed Prosthodontics and Gingival Retraction

- Define the scope of fixed prosthodontics.
- Explain the dentist's considerations when recommending various prostheses to a patient.
- Describe various types of fixed prostheses and their functions.
- Describe dental materials used in fixed prostheses.
- Identify and explain the CAD/CAM restorative system.
- Explain the involvement of the laboratory technician in the fabrication of fixed prostheses.
- Describe the role of the dental assistant in all phases of fixed prosthodontic treatment.
- Explain techniques for retaining the prosthesis when there is little or no crown on the tooth.
- Describe implant retainer prostheses.
- Explain techniques for maintaining fixed prostheses.

Advanced Chairside Functions

- Explain the function of gingival retraction.
- Describe the different types of gingival retraction.
- Explain the steps of placing and removing gingival retraction cord.

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Chapter 31- Cosmetic Dentistry

- Define cosmetic dentistry and describe what is involved in cosmetic dentistry.
- Describe who performs cosmetic dentistry and education requirements.
- Explain the role of the dental assistant in cosmetic dentistry.
- Explain the scope of cosmetic dentistry.
- Describe fundamental principles that the cosmetic dentist must learn when creating the perfect smile.
- Discuss the basic elements of psychology and sociology that

are considered for cosmetic treatment.

- Explain what the patient should consider when selecting a dentist for cosmetic treatment.
- Identify and describe specific procedures performed in cosmetic dentistry, including diagnosis and treatment planning, legal forms, and documentation.
- Describe the role that oral photography has in cosmetic dentistry, the equipment needed, and how the patient is set up for the photographs to be taken.
- Describe why soft tissue surgery may be needed in cosmetic dentistry, how it is performed, and how lasers and electrosurgery are involved.
- Explain why the dental team needs to know about occlusion in cosmetic dentistry.
- Describe the types of restorations that are placed and materials used for cosmetic restorations.
- Describe the marketing techniques for cosmetic dentistry.

ADVANCED CHAIRSIDE FUNCTIONS

- Explain how teeth are whitened, and causes of intrinsic and extrinsic tooth staining.
- Explain the benefits of whitening techniques used in dentistry.
- Describe the role of the dental assistant in the whitening process.
- List and describe types of whitening techniques.
- Describe the procedures for dental office whitening for vital and nonvital teeth, and for home whitening and over-the-counter whitening materials.

Explain information given to the patient about outcomes, procedures, responsibilities, and precautions related to teeth whitening.

Chapter 32- Removable Prosthodontics

- Define removable prostheses and list the reasons for using them.
- Describe considerations about the patient related to removable prosthetic treatment.
- Explain the dental assistant's role in removable prosthetic

treatment.

- Outline steps of the diagnostic appointment and list materials needed.
- Describe the consultation appointment and materials required for case presentation.
- Describe advantages and disadvantages of the partial denture, its components, and the appointment schedule.
- Describe the complete denture, considerations about the patient, and the appointment schedule.
- Explain the types and steps of denture relining procedures.
- Describe the procedure for a denture repair.
- List steps to polish a removable prosthetic appliance.
- Explain the overdenture and the advantages and disadvantages related to it.

Chapter 33- Dental Cements, Bases, Liners and Bonding Agents

- Differentiate between dental cements, bases, liners, and bonding agents.
- List dental standards and organizations responsible for those standards.
- Explain the role of the dental assistant in preparing materials.
- List and explain the properties of dental materials.
- Identify the types of dental cements. Explain their properties, composition, uses, and manipulation.
- Describe bonding agents and their manipulation.
- Describe the steps of cavity preparation.
- Identify cavity preparation terminology.

ADVANCED CHAIRSIDE FUNCTIONS

- Classify cavity preparations according to their relationships with the pulp.
- Explain options for protecting the pulp with cavity liners, cavity varnish, and cement bases.
- Describe the purpose of using cavity liners. List types of materials that can be used and explain the placement procedure.
- Describe the purpose of using cavity varnish and explain the placement procedure.

- Describe the purpose of using cement bases. List types of materials that can be used and explain the placement procedure.

Chapter 34- Restorative Materials, Dental Dam, Matrix Systems

- Explain the properties, composition, and manipulation of dental amalgam.
- Identify the armamentarium and steps of an amalgam procedure.
- Explain the composition of composite resins.
- Explain the properties and manipulation of various composite restorations.
- Identify the armamentarium and steps of a composite restoration.
- Explain the use of glass ionomer, resin, resin-reinforced glass ionomer, and compomer restorative materials.

ADVANCED CHAIRSIDE FUNCTIONS

- Explain the purpose of the dental dam and identify who places it on a patient.
- List and explain advantages and contraindications of the dental dam.
- Identify the armamentarium needed for the dental dam procedure and explain the function of each.
- Explain how to prepare the patient for dental dam placement and how to determine the isolation area. Describe and demonstrate how dental dam material is prepared.
- List and demonstrate steps of placing and removing the dental dam.
- Explain and demonstrate the dental dam procedure for the child patient.
- Define matrix and wedge. List uses and types of matrices.
- Describe the functions, parts, placement, and removal of the Tofflemire matrix.
- Explain and demonstrate placement and removal of the strip matrix.

Chapter 35- Laboratory Materials and Techniques

- Identify materials used in the dental laboratory and perform

associated procedures.

- Demonstrate the knowledge and skills needed to prepare, take, and remove alginate impressions and wax bites.
- Demonstrate the knowledge and skills necessary to prepare reversible hydrocolloid impression material for the dentist.
- Demonstrate the knowledge and skills necessary to prepare elastomeric impression materials such as polysulfide, silicone (polysiloxane and polyvinyl siloxanes), and polyether for the dentist.
- Demonstrate the knowledge and skills necessary to use gypsum products such as Type I, impression plaster; Type II, laboratory or model plaster; Type III, laboratory stone; Type IV, die stone; and Type V, high-strength die stone.
- Demonstrate the knowledge and skills necessary to pour and trim a patient's alginate impression (diagnostic cast).
- Identify use of a dental articulator and facebow for dental casts or study models.
- Demonstrate taking a facebow transfer and mounting models on an articulator.
- Identify various classifications and uses of waxes used in dentistry.
- Demonstrate the knowledge and skills necessary to fabricate acrylic tray resin self-curing and light-curing custom trays, vacuum-formed, and thermoplastic custom trays.
- Demonstrate the knowledge and skills necessary to contour prefabricated temporary crowns and to fabricate and fit custom temporary restorations.
- Gain an understanding of computer-aided design (CAD) equipment and computer-aided manufacturing (CAM) systems and how they are used in the dental office.

Chapter 36- Dental Office Management

- Identify the dental office staff and their areas of responsibility.
- Identify marketing ideas for dentistry.
- Outline the proper procedure for answering an incoming call.
- Describe the information every message should contain.
- Describe telephone and business office technology and its uses.

- Give examples of the ways in which computers are used in the dental office.
- Explain how database management concepts can be used in the dental office.
- Explain why ergonomics is important at a computer workstation.
- Explain ways in which effective patient scheduling can be accomplished in the dental office.
- Identify the equipment needed for record management.
- Define key terms related to accounts receivable.
- Identify computerized and manual systems for management of patient accounts.
- Identify accounts payable expenses that the dental practice is responsible for.

Chapter 37- Employment Strategies

- Identify three pathways to obtain DANB certification.
- Explain how to obtain employment and identify types of practices.
- Set goals and identify sources to obtain employment in the dental field.
- Identify the steps in preparing a cover letter and résumé.
- Define how to prepare for the interview.
- Explain the interview process and identify skills and preparation techniques that will aid in obtaining the job.
- Identify the skills that a successful dental assistant possesses.
- Explain how to terminate employment.

