Dental Office Administration
Working Practicum

The Importance of a Working Practicum
Evolve Dental Academy (DentalOne21) places a high degree of importance on students completing a working practicum. Although a working practicum is not a requirement for graduation, students must understand the benefits of a working practicum and how it can help accelerate the process of obtaining employment and starting their career out in the right direction.

Benefits
- **Get to know the job** – A working practicum gives student the opportunity to feel what it’s like to work in a real dental setting, and understand first hand which skills a potential employer is looking for.
- **Have Experience on your Resume** – Students can include the hands on experience learned through their working practicum on their resume, setting them apart from other newly graduated students.
- **Learn to apply your skills, pressure free** - A working practicum is a huge learning opportunity for students. They work alongside administrative professionals, enabling them to observe and learn how to apply the practices learned throughout their online program.
- **Practice the Application Process** – Applying for a working practicum follows the same guidelines as applying for a job. Students obtaining a working practicum have the opportunity to practice writing their cover letter and resume as well as their interview technique.
- **Obtain Additional References** – Students can obtain a reference letter from their practicum advisor, describing their exceptional work ethic, attitude and vast knowledge of the dental administration profession.
- **Show Initiative** – Obtaining a working practicum displays initiative and desire to learn and grow within the field. Potential employers are more likely to hire a new graduate who has taken every opportunity to prepare for the workplace.

How to Apply
1) Print your resume and cover letter
2) Print Evolve Dental Academy’s Dental Office Administration Practicum Requirements (on the following page).
3) Go to dental offices in your area, or to your own dentist and apply in person. Express the desire to do a working practicum, and provide the front office administrator with your cover letter, resume and practicum requirements.
4) Ask if it will be acceptable to follow-up with them within a designated timeframe regarding your practicum placement and reiterate your excitement to enter the dental field and your promise to be helpful and present throughout your placement.
5) Take Initiative. Don’t sit and wait for people to call you back. Apply at as many offices as you can, and always as if you can contact them for follow-up. Don’t get discouraged if the answer is no, not all offices have the capacity to accommodate a working practicum student. Exercise your persistence and determination.
Evolve Dental Academy’s Dental Office Administration Practicum Requirements

The following information is an outline for students of Evolve Dental Academy’s Dental Office Administration Program who are participating in a working practicum.

- Students are recommended to complete a minimum of 50 working practicum hours.
- To obtain optimal results, students are recommended to complete their working practicum within 60 days of course completion.
- Upon completion of working practicum, the assigned office will be asked to fill out performance report assessing the students work habits and applicable skills.

Throughout their working practicum, students are to show competence in the following areas:
- Greet patients in a friendly manner and have them fill out appropriate forms or consents
- Answer incoming calls and assist patient accordingly
- Place outgoing calls such as confirmations, reminders, re-care and treatment follow-up
- Create new patient charts
- Show understanding of filing system
- Communicate with insurance companies
- Deliver accurate information to patients regarding appointments and procedures
- Enter treatment and complete billing process for patients
- Post incoming insurance payments
- Display and understanding of Administrative systems
- Maintain the appointment book by scheduling & rescheduling appointments
- Enter treatment plans and create predetermination claims

Throughout practicum, students are expected to:
- Show positive attitude to staff members and patients
- Be punctual and provide notice regarding lateness or absence
- Dress professionally and according to office policy
- Honor patient confidentiality
- Demonstrate the ability to follow direction
- Display open and effective communication with staff members & patients
- Shows eagerness to learn & contribute to office operations

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Evolve Dental Academy
Dental Office Administration Practicum Assessment
For completion by working practicum supervisor

Student Name: _________________________  Dental Clinic Name: ________________
Phone: ________________________________  Practicum Supervisor: ________________
Email: _________________________________  Dental Clinic Address: ________________
Practicum Commencement: ________________  Phone: ________________________________
Practicum Completion: ________________  Email: _________________________________

Please record student practicum hours completed:
DATE: _______________  HOURS: _______________  TASKS: ________________________

DATE: _______________  HOURS: _______________  TASKS: ________________________

DATE: _______________  HOURS: _______________  TASKS: ________________________

DATE: _______________  HOURS: _______________  TASKS: ________________________

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DATE: _______________  HOURS: _______________  TASKS: ________________________

DATE: _______________  HOURS: _______________  TASKS: ________________________

DATE: _______________  HOURS: _______________  TASKS: ________________________
Please fill out the following student practicum assessment
Did student display competency in the following areas. Please circle appropriate number with 1 indicating "does not display competence" and 5 indicating, "strongly displays competence"

5 4 3 2 1 - Greet patients in a friendly manner and have them fill out appropriate paperwork
5 4 3 2 1 - Answer incoming calls and assist patients accordingly
5 4 3 2 1 - Place outgoing calls such as confirmations, reminder, re-care and treatment follow-up
5 4 3 2 1 – Create new patient charts
5 4 3 2 1 - Understanding of filing systems
5 4 3 2 1 - Communicate with insurance companies
5 4 3 2 1 - Deliver accurate information to patients regarding appointments and procedures
5 4 3 2 1 - Enter treatment & complete billing process for patients
5 4 3 2 1 - Post incoming insurance payments
5 4 3 2 1 - Display an understanding of Administrative systems
5 4 3 2 1 - Schedule & reschedule appointments
5 4 3 2 1 - Enter treatment plans and create predetermination claims
5 4 3 2 1 - Positive attitude to staff members and patients
5 4 3 2 1 - Displays punctuality and provides notification of absence or lateness
5 4 3 2 1 - Dresses professionally and according to office policy
5 4 3 2 1 - Honors patient confidentiality
5 4 3 2 1 - Demonstrates the ability to follow direction
5 4 3 2 1 - Displays open and effective communication with staff members & patients
5 4 3 2 1 - Shows eagerness to learn & contribute to office operations

Indicate specific tasks students preformed while under practicum placement:
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Indicate strengths displayed by student while under practicum placement:
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__________________________________________________________________________
__________________________________________________________________________

Additional Comments:
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__________________________________________________________________________
__________________________________________________________________________
Contact:
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