

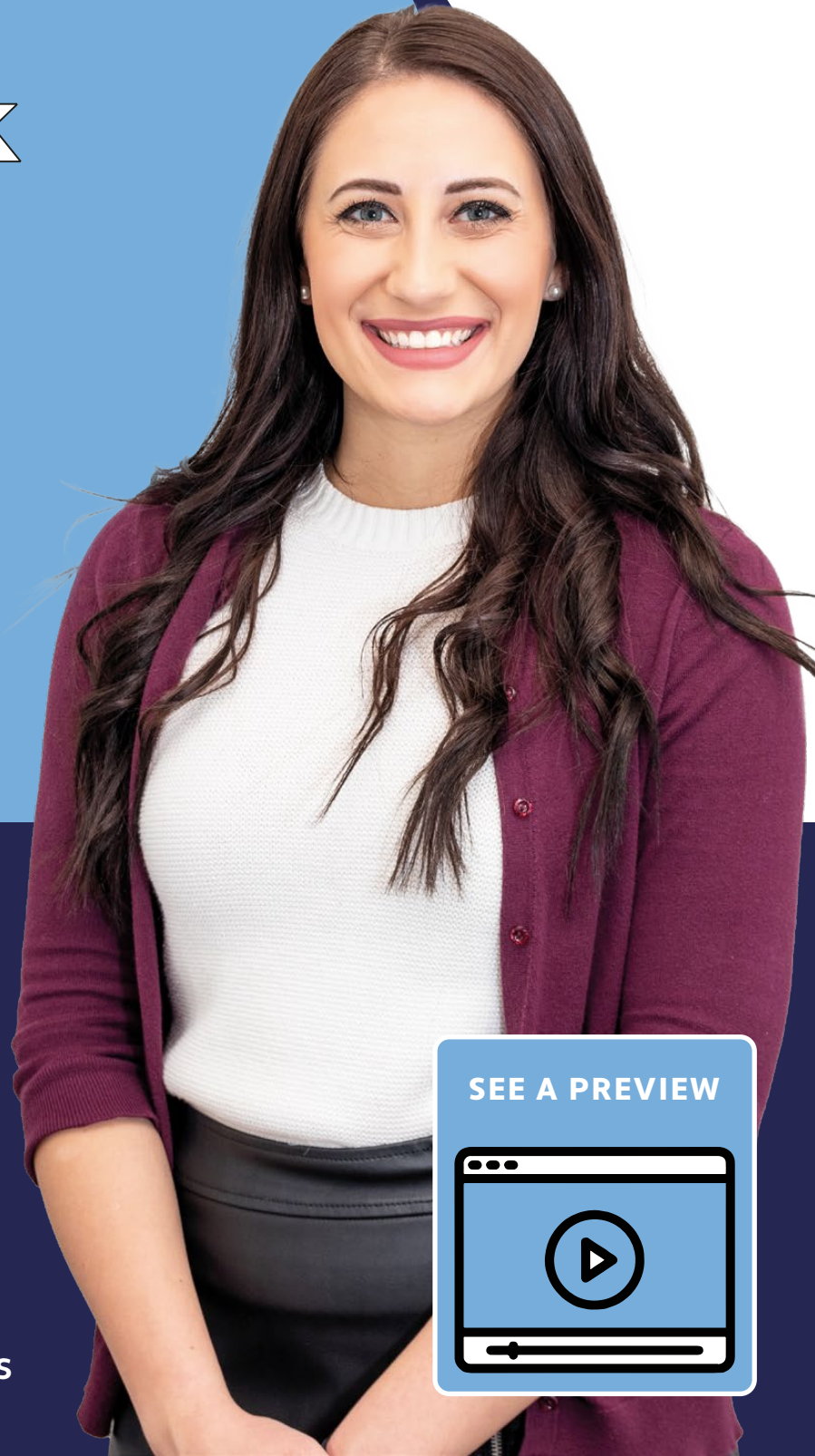


GET YOUR FIRST MONTH  
OF DONE DESK FREE  
WHEN YOU DEMO  
FOR FRONT DESK  
TRAINING

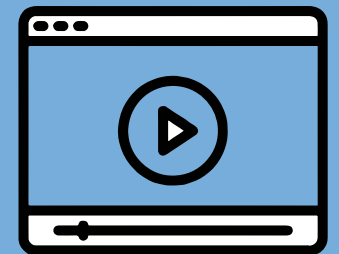
# Dental Front Desk Course Overview

*Comprehensive Training  
for Dental Front Desk  
Professionals*

- 70 Sections
- Full-Scale Training Course
- Dental Basics
- Business Processes  
& Patient Interactions
- Procedures & Paperwork
- HIPAA Compliance
- Insurance & Billing Practices
- Housekeeping & Emergencies



SEE A PREVIEW





# **Done Desk Dental Front Desk Training Course Overview**

## **Section 1 | Part 1**

**In This Section: Introduction, Common Dental Practice Workflows, Common Dental Office Policies, How And Why Dental Practices Invest Money In The Business, Revenue Flow In A Dental Practice**

## **Section 1 | Part 2**

**In This Section: Treatment Processes, Common Issues That Disrupt Patient Flow, Key Roles and Responsibilities For Optimal Patient Flow, The Essential Duties of The Front Desk Role, Key Factors of a Successful Front Desk Employee**

## **Section 1 | Part 3**

**In This Section: Key Components of Effective Communication Skills, Communication Adaptability, Greeting Patients in the Practice, Telephone Etiquette**

## **Section 1 | Part 4**

**In This Section: Professional Email Correspondence, What To Expect in a Dental Morning Huddle, Key Elements of a Morning Huddle, Getting Organized and Staying Organized, Key Elements of Excellent Organizational Skills, Getting Back on Track When You Become Disorganized**



# **Done Desk Dental Front Desk Training Course Overview**

## **Section 2 | Part 1**

**In This Section: How to Take a Good Message, Phone Calls in Front of Patients: Who Get's Answered First, Greeting Patients, Making a Great First Impression with Patients, Walk-In Patients: Policies and Tips for How to Handle Walk-Ins**

## **Section 2 | Part 2**

**In This Section: Handling Walk-in Salesmen, Patient Check-In and Check-Out Processes, Customer Service Basics, How To De-Escalate Situations, Asking for Referrals and Reviews**

## **Section 2 | Part 3**

**In This Section: Appointment Scheduling & Block Scheduling Practices**

## **Section 2 | Part 4**

**In This Section: Building A Productive Schedule, Patient Appointment Confirmations, The Impacts Of Patient No-Shows And Patients Arriving Late, Confirming Dental Appointments & Appointment Reminder Calls, Handling Last-Minute Cancellations Or Patient No-Shows, How To Handle The Schedule If The Practice Falls Behind**



# **Done Desk Dental Front Desk Training Course Overview**

## **Section 3 | Part 1**

**In This Section: Opening Procedures And Closing Procedures, New Patient Paperwork, Updating Existing Dental Patient Paperwork, Elements Of A Complete Patient Dental Record**

## **Section 3 | Part 2**

**In This Section: Basics Of A Patient's Medical Record, Privacy Of Patient Medical Records, Dos And Don'ts Of Handling Patient Records, How To Call A Specialist, Dental Practice Management Software,**

## **Section 4 | HIPAA Compliance**

**In This Section: What Is HIPAA, Notice Of Privacy Practices, Patient Records & The Importance Of Proper Patient Recordkeeping, How To Handle Patient Records Requests, HIPAA Training For Details On Your Obligations**



# Done Desk

## Dental Front Desk Training

### Course Overview

#### Section 5 | Part 1

**In This Section: The Financial Coordinator Role, Insurance Verification And Billing, What Is Dental Insurance, Dental Insurance Verification Process, Common Dental Insurance Terms, Recording Dental Insurance Information, Taking Payments, Calculating Dental Insurance Benefits, Costs Begin With The Treatment Plan, Dental Codes - CDT Explained & Common Codes, Filing Dental Insurance Claims**

#### Section 5 | Part 2

**In This Section: Typical Dental Insurance Claims Filing Process, Tips For Communicating With Patients About Their Benefits, Fee Schedules Explained, Appealing An Insurance Company Decision, Tips To Follow Up On Outstanding Dental Insurance Claims, Potential Trouble Spots With Patients And Insurance, Handling Objections To Patient Bills, Escalating Patient Concerns To Leadership, Strategies To Collect On Past Due Accounts**

#### Section 6 | Housekeeping & Emergencies

**In This Section: Office Safety And Housekeeping, A Clean Front Of House, Checklist To Help Maintain A Clean Front Office In A Dental Practice, Handling Emergencies, The Importance Of Data - Metrics, Etc.**



# Done Desk Dental Front Desk Training Course Overview

## WATCH PREVIEW



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