DENTAL FRONT OFFICE/BILLING AND CODING
CABOT Certificate of Achievement and Associate in Science Degree Major

- The student will be able to produce cohesive, grammatically correct sentences for business documents and edit a variety of business documents.
- The student will be able to spell and pronounce words correctly.
- The student will be able to apply principles of alphabetic, numeric, geographic, and subject filing and be able to store, retrieve, retain, transfer, and dispose of records.
- The student will be able to demonstrate knowledge of the responsibilities of working as a dental receptionist or secretary in the front office; to prepare dental records; and to handle insurance claims, filing, charting, billing, coding, and bookkeeping responsibilities.
- The student will be able to keyboard a minimum of 20 words per minute with 90%-100% accuracy.
- The student will be able to become familiar with Global information systems and will be able to sign on to an account and use common utilities, including e-mail, Gopher, Web browsers, to search a variety of databases.
- The student will be able to get practical hands-on experience in the medical office environment.
- The student should be able to perform any of the following three options:
  - (1) To create, edit, format, save, and print documents using a word processing, spreadsheet, slide presentations, and database programs.
  - (2) The student will be able to compose entry-level correspondence using appropriate business language and will be able to proofread, edit, and revise business documents.
  - (3) The student should be able to transcribe dictated materials with speed and accuracy using proper grammar, spelling, punctuation, and format; and to save, edit, and print such medical documents; and to use appropriate voice recognition software in speaking/dictating typical business communications; and to save, edit, and print such documents.

The assessment tools for this program may include any of the following options:

- Employer feedback during Internship/Externship experiences.
- Co-Ed outcomes.
- Capstone Course outcomes.
- Departmental exit interviews upon completion of the program.
- Student surveys/mailings from other relevant sources (i.e. Administration Office. Human Resources, Alumni, etc.).
- Results of entry-level employee tests (i.e. La County, LAUSD, etc.).