



Your first step to a NEW career!

2011-2012

Student Handbook



Volume III, effective for sessions starting after January 1, 2012

Student's Name

Mailing Address:

1904 S. Main Street, Suite 116 Wake Forest, NC 27587
(877) 432-3555 www.NCDentalU.com

RV 11-11-10

Oath of the **NC DENTAL U** Graduate

**Now being admitted to the Dental Profession,
I pledge myself to service humanity, my patients,
my community and my profession. I will use my skills
to serve all in need, with openness of spirit and without
bias. The health and well being of my patients will be
my first consideration. I will hold in confidence all that
my patients entrust to me. I will not subordinate the
dignity of any person to monetary, scientific or political ends.**

**I recognize I have responsibilities' to my community to
promote its welfare and to speak out against injustice.
The high regard of my profession is born of society's
trust in it's practitioners. I will strive to merit that trust.**

**I will promote the integrity of my profession with
honest and respectful relations with other health
professionals. I am indebted to those who have
taught me it's art and science and I recognize my
responsibility, in turn, to contribute to the education
of those who come after me. I will strive to advance
my profession by seeking new knowledge and by
re-examining the ideas and practices of the past.**

**I assume these responsibilities' knowing that their
fulfillment relies upon my own good health. I ask
that my colleagues' be attentive to my well being,
as I will be theirs. I will seek to improve my practice
by maintaining my skills and addressing my mistakes.**

I take this Oath freely and upon my Honor.

*Based on Hippocratic Oath, Prayer of Maimonides § 1947 Declaration of Geneva.
From U. of Louisville School of Dentistry and Harvard University (Nathaniel Report, 1994-Harvard Medical Alumni Bulletin
68:42-44)*

School Name: NC DENTAL U

Location: 2140 West Arlington Blvd.
Greenville, NC 27834

Governing Body: Carolina Dental Consultants; LLC
1904 S. Main Street #116
Wake Forest, North Carolina 27587

Directors: Robyn Klose, RDH
Tammy Hughes, DAI

Faculty: Robyn Klose, RDH
Tammy Hughes, DAI
Niekie Rogerson- DAI- Dental Assistant I/Radiology/Coronal Polishing
Crystal Octigan, RDH- Dental Assistant I/Radiology/Coronal Polishing
Crystal Webb-DAI-Dental Assistant I/Radiology/Coronal Polishing
Stephen Hughes, DAI-Chief Registrar/Director of Business Development

Date of Program Licensure and Initiation: February 2009

INTRODUCTORY STATEMENT

This handbook is provided to the students of NC DENTAL U for general information purposes. The directors and faculty have addressed a number of important issues that require your immediate attention. Please read and keep a copy of the handbook for your reference. Please print your name on the cover so that if it is misplaced, it may be easily returned to you. It is expected that additional sections will be added to this handbook as issues arise that require further consideration and attention. At such time you will receive a copy.

POLICY ON SMOKING

No smoking is permitted in the buildings, entryways or steps. Smoke breaks will not be allowed throughout class. You may smoke in designated areas when the entire class is on break; however you may not step out of the building during the course of instruction in the classroom or in the clinic. While on your externship, please follow the instructions set forth by each office you will be working with regarding “smoke breaks”.

A WORD ABOUT ETHICS

As a health care profession, we cannot over emphasize the importance of ethical behavior as a dimension of professional conduct and performance. Thus, it is expected that each of us speak and act in such ways that always exemplify the ultimate level of professionalism, behavior and ethics to each other, to the faculty and most importantly to patients and visitors. The Oath of the **NC DENTAL U** graduate appears on the inside of the front cover of this manual. It concisely summarizes the behaviors, attitudes and responsibilities which are essential characteristics of a health care professional and which should become part of your personal development as you progress towards graduation.

2011 CALENDAR

Dental Assistant I: Classes are held every Monday, Wednesday and Friday from 6p-10p each session.

January 16th - March 27th

April 17th - June 26th

July 17th - September 25th

October 16th - December 18th

Coronal Polishing and Radiology Course dates vary and are found at www.NCDentalU.com.

2012 CALENDAR

Dental Assistant I: Classes are held every Monday/Wednesday/Friday 6pm-10pm.

January 14th - March 11th

April 15th - June 24th

July 15th - September 23rd

October 14th - December 16th

Coronal Polishing and Radiology Course dates vary and are found at www.NCDentalU.com

HOLIDAYS

Classes will **not** be held on the following Holidays:

New Years Eve
New Years Day
Good Friday (Friday before Easter)
Easter Sunday
Memorial Day (Monday)
Independence Day (July 4th)
Labor Day
Halloween night (if applicable)
Thanksgiving Day
Christmas Eve
Christmas Day

ATTENDANCE POLICIES

Students are expected to attend class regularly and on time. Students who anticipate their absence should contact their appropriate instructor in advance. In the case of an unexpected absence, student should contact the school as early as possible at 877-432-3555 or by sending a text message to *info@NCDentalU.com*. In either case, the student is responsible for all material covered.

A student may be granted one absence per course (One absence is equal to 3 classroom or clinical hours.).

The student must make up the time missed due to the absence during the current term, if allowed by the instructor or in the next scheduled term in order to satisfy the graduation requirements.

** The next scheduled session is based on space permitting.

Any absence is discouraged except in emergency situations. Students should be prepared to submit an absence excuse (i.e.-Dr. note, Funeral Bulletin, etc.) if so required by instructor

ENROLLMENT

Admission Requirements:

Applicants must possess a high school diploma or have their high school equivalency; GED. Applicants will be required to request and submit a high school transcript or GED upon enrollment to NC Dental U. If applicant has also attended any post-secondary institution, transcript requests will be required from student to be mailed to NC Dental U as well. Applicants may submit an application for admission online or by mail. Late enrollments may be accepted based on enrollment and capacity. Face to face meetings are encouraged, however at minimum; a telephone interview is required with the Registrar prior to admission. All registrants are encouraged to physically tour the campus prior to class. Such visiting times are made available at quarterly open house dates posted online and by requesting a personal tour during designated times with an on-site employee. Applicants will be considered without regard to race, creed, sex, or national origin.

GRADING

A = 100-94, B = 93=87, C = 86-80, F = 79 and Below

A minimum grade of 80% ("C") is required for graduation. The final grade is compiled by quizzes, X-ray exam, one project, externship performance and the final exam. Most students pass if they follow all of our guidelines, but if you don't, we allow each student one re-test in each course. Please note that all re-tests must be completed no later than ninety (90) days following the last class meeting. If you are not able to pass the test within ninety days you can re-enroll at a 50% reduced fee for a period up to six months following your first course. After this six-month period, you are required to pay full

tuition minus the cost of books unless the textbook has changed, which you would then need to purchase the new book.

TRANSFER OF CREDITS / CLASSES

Some certifications received through our training programs may be transferable if you choose to further your education or move out of state. **Please check State Boards and/or educational institution re: their policies and requirements. Transcripts are available upon request.**

For GI Bill students: Transfer Credit Evaluation: Prior to VA Enrollment Certification, all post-secondary transcripts will be evaluated for any applicable transfer credit. Applicable credit, or lack thereof, will be noted in the student's academic file. Appropriate adjustment will be made in tuition and fees corresponding to the acceptance of transfer credit for any program of instruction. Students who have met all admission requirements and have had all transcripts for prior education and training evaluated may be enrolled to DVA when files are complete to document these requirements.

POLICY REGARDING CHEATING

A health care professional is defined by characteristics of conduct, as well as the acquisition of knowledge and skills. Cheating and plagiarism are inconsistent with ethical professional conduct. Incidents of cheating or plagiarism will be grounds for disciplinary action and possible expulsion from the current and possibly future courses with no refund.

STUDENT RECORDS

Student records will be kept confidential at the offices of Carolina Dental Consultants, LLC. In the event that this institution is unable to continue operation as an education entity, provision has been made with the *Division of Archives and History of the State of North Carolina* to assume control of all student's academic and other critical records.

Transcripts requests must be made in writing to: Transcripts: 1904 S. Main Street #116 Wake Forest, North Carolina 27587.

CONDUCT

Professional behavior and Conduct is expected at all times. Unprofessional behavior and conduct will not be tolerated. Any evidence thereof will result in delay in graduation or expulsion from the session, as determined by the witnessing instructor and Directors of the school.

The Following actions represent examples of unprofessional conduct:

1. Loud, indecent or disrespectful conduct (both verbal and/or physical) toward faculty, students, patients or professionals.
2. Failure to comply with a responsible request or direction of faculty/ professional.
3. Unexcused absence from class or externship. Also, absence from class or externship on the day before or after a holiday or vacation.
4. Failure to notify the school of an expected absence.
5. Removing Patient records or radiographs from the clinic/ office.
6. Providing treatment for a patient who is not indicated or appropriate.
7. Changing patients' appointments, scheduling patients or rescheduling patients without informing the reception staff of changes in advance.
8. Unprepared to treat patients at the beginning of their scheduled appointment time.
9. Student ineffectively communicates patient treatment needs and addresses patient concerns.

EMERGENCY RESPONSE PROCEDURE

When a victim of sudden illness or injury becomes apparent, any school employee qualified to administer first-aid is both allowed and encouraged to deliver appropriate care under the circumstances presented. All employees are equally covered by the Carolina Dental Consultants Liability Insurance for such activities pursuant to North Carolina Law.

Please note that the following indicate severe and critical emergencies for which 9-1-1 should be summoned immediately:

- Chest Pains/suspected Heart Attack
- Respiratory Distress
- Severe Uncontrolled Bleeding
- Prolonged Unconsciousness/Unresponsiveness
- Choking
- Severe Burns
- Poisoning or Drug overdose
- Suspected Fracture of Back or Neck
- Severe Head injury

TUITION / FEES

The Dental Assistant I Program Fee is \$2,995.00*

**Tuition costs may change without notice or warning. Please refer to www.ncdentalu.com/frequently_asked_questions.htm for the advertised cost at the time of student's actual enrollment.*

The Dental Assisting I class consists of a total of 160 clock hours and the course fee includes:

- Tuition
- Textbook: The Essentials of Dental Assisting 4th Edition (Robinson Bird)
- Textbook: Dental Radiography, Principles and Techniques, 3rd Edition
- Dental Materials and Supplies
- Uniform-use of black scrubs (property of the school)

Certifications for the DAI program include: OSHA / HIPAA, CPR and Medical Office Emergencies. Dental Assisting I also includes a North Carolina Dental Radiology Certification.

Students will have the option to obtain membership to the American Dental Assisting Association at their own expense. NC Dental U will provide Student Liability Insurance while on the premises of NC Dental U property

Common Payment Options:

Students may elect to arrange for weekly or bi-weekly payments while attending classes; however a one-time 19% financing fee (19% of the balance on the first day of class) will apply to this option. A seat will be guaranteed with a minimum \$500 deposit and all tuition payments are due and payable in full 1 week before graduation with this option.

Extended payment plans may be considered through bank financing based upon the applicants or co-applicant's credit and financial position. Tuition may be paid using any of the following options:

- \$2,995.00 before the first day of class.** This can be broken up into multiple payments but must be paid in full by, not on, the 1st day of your registered class to avoid any financing fee. \$500 deposit will hold a seat.

"Pay As You Learn"-below are *popular* payment options that *include* a one-time 19% interest fee, with payments starting the first week class is held. We can be flexible on the amounts of these options.

- \$1,000.00 down payment, then \$237.41 due each class week (10 payments)
- \$1,000.00 down payment, then \$474.81 due bi-weekly (5 payments)
- \$500.00 down payment, then \$296.91 due each class week (10 payments).

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- Interest Free extended financing** for 12, 18 or 24 months, through an outside lender, is available to those that are credit qualified. No deposit required.

-
- WIA, ESC, NC STARS**, scholarships or other workforce development programs. Call for details.

REFUNDS

- In order to process a refund, NC Dental U charges a non-refundable enrollment fee of \$200 for any refund issued. This amount will be subtracted from the refund amount owed.
- NC Dental U reserves the right to honor all refunds, up to and no longer than, 30 days after a written request has been received.
- A 100 percent refund shall be made if the student officially withdraws prior to the first day of class(es) as noted in the school calendar. Also, a student is eligible for a 100 percent refund if the class(es) in which the student is officially registered is cancelled due to insufficient enrollment.
- A 75 percent refund shall be made up to the 25 percent point of any term defined by quarters or clock hours for a student who officially withdraws from class(es).
- Refunds for multi-entry classes will be based on the percentage of class requirements completed.
- To comply with applicable federal regulations regarding refunds; federal regulations regarding refunds will supersede state refund regulations in this Rule.
- Those wishing to cancel for illness or personal reasons may resume their course of study in the next class series. They may repeat the already completed sessions if desired or pick up where they left off. An additional supply and re-enrollment fee of \$200 will be required.
- A \$30 charge will apply to all returned checks

FACILITIES

I. Campus physical address is 2140 West Arlington Blvd. Greenville, NC 27834. Students will be taught in a dental setting which consists of 3800 square feet of general dental practice space. Lecture will be conducted in a classroom setting. Clinical instruction will be held in actual dental operatories. The clinical environment consists of 10 dental operatories, a sterilization/lab area, business office, two restrooms, break room and a reception/common area. During the course of instruction, students may occupy any of the above-mentioned areas.

EQUIPMENT

Students will receive hands-on instruction and become familiar with utilizing the following dental equipment located in each dental operatory:

Dental Chairs	Ultrasonic Cleaners
Delivery Carts	Autoclaves
Dental Lights	Curing Lights
Radiography Units (Intraoral and Panorex)	Hand pieces

Other various small dental equipment, materials and supplies.

Dental Business Classes (included in DA I Certification)

Course Description

Learn to:

- Interact with patients and the dental team.
- Obtain health histories and maintain patient records.
- Understand dental terminology.
- Schedule patients.
- Master recall systems.
- Assist the dentist in caring for patients.
- Use the computer to maximize efficiency in the dental office.
- Perform administrative duties in the dental office.

Course Objectives

- Understand the role of the Dental Receptionist.
- Know the basics of dental practice.
- Develop communication skills for use with patients and coworkers.
- Develop excellent telephone technique.
- Produce professional written correspondence.
- Relate to patients in a professional, caring manner.
- Understand teamwork in the dental office.
- Maintain quality patient records.
- Understand information management in the dental office.
- Become proficient with scheduling and recall systems.
- Process dental insurance.
- Perform inventory management and equipment maintenance.
- Know bookkeeping and collection procedures.
- Use the computer to promote efficiency.
- Develop employability skills and strategies (DAII Credentialing)

Course Outline

I. The Dental Profession (35%)

- a. Introduction to Dentistry
- b. Dental Basics

II. Dental Office Communication (15%)

- c. Basic Communication Skills and Telephone Techniques
- d. Written Correspondence
- e. Patient Relations
- f. Dental Team Communication

III. Records Management (5%)

- g. Patient Clinical Records
- h. Information Management

IV. Scheduling and Recall Systems (10%)

- i. Dental Patient Scheduling
- j. Recall Systems

V. Dental Insurance Processing (5%)

VI. Financial Management (10%)

- k. Financial Arrangements and Collection Procedures
- l. Bookkeeping Procedures: Accounts Receivable
- m. Bookkeeping Procedures: Accounts Payable

VII. Office Equipment and Inventory (5%)

- n. Inventory Management
- o. Office Equipment

VIII. Computers in the Dental Office (5%)

IX. Employment Strategies (10%)

DENTAL ASSISTANT I

Course Description

Enjoy the rewards of working with a dentist to create brighter smiles! This exciting new Dental Assisting Program can help you make a difference. The essential skills you learn in this program enable you to gain the edge you need to be an entry level Dental Assistant (DAI).

Introduction to Dental Assisting provides an introduction to dentistry; establishes fundamentals of the dental assisting profession; licensure, the dental team, and dental specialties. The student will learn: roles of the dental assistant; specialty fields of dentistry; dental terminology; areas of the dental office; equipment; treatment rooms; sterilization center, and laboratory.

Course Objectives:

Upon successful completion of this program, students will:

- Understand the role of the Dental Assistant
- Know the basics of dental practice.
- Understand Dental Theory and Terminology
- Understand Dental/Oral Anatomy, Tooth Numbering System
- Maintain quality patient records
- Become proficient in Charting Restorations and Periodontal Pockets
- Fluoride application
- Impression and Model Trimming

- Understand Sterilization procedures
- Develop communication skills for use with patients and coworkers.
- Produce professional written correspondence.
- Relate to patients in a professional, caring manner.
- Understand teamwork in the dental office.
- Understand information management in the dental office.
- Become proficient with scheduling and recall systems.
- Understand dental insurance.
- Perform inventory management and equipment maintenance.
- Use the computer to promote efficiency.
- Develop employability skills and strategies

The student will receive the following certifications upon completion:

- North Carolina X-RAY Certification
- OSHA/ HIPAA Certification
- BLS Certification for Health Care Providers
- Dental Office Emergencies
- Certificate of Course Completion from Carolina Dental Consultants

Course Outline

I. Orientation

- A. Introduction to School & Faculty
- B. Allied Health Personnel and Professional Associations
- C. Introduction to Dentistry & Dental Specialties
- D. Ethics & the Laws
- E. Basic Terminology

II. Dental Theory and Terminology

- A. Dental and Oral Anatomy
- B. Dental Charting & Tooth Numbering Systems
- C. Dental & General Terminology

III. Clinical Orientation and Four-handed Dental Assisting

- A. Instrument nomenclature and identification for all aspects of General Dentistry
- B. Equipment operation, chair positioning, assistant equipment usage
- C. Instrument transfer techniques chair-side assisting and suctioning
- D. Chair-side doctor-patient-assistant positioning
- E. Use of instruments and materials in assisting for:
 - 1. Operative Dentistry
 - 2. Oral Surgery
 - 3. Crown and Bridge
 - 4. Endodontics
 - 5. Periodontics
 - 6. Pedodontics
 - 7. Orthodontics
- F. Hand piece care and maintenance

IV. Dental Materials

- A. Amalgams, Composites & Cements
- B. Impression materials and practice in their use:
 alginate, rubber base, etc.
- C. Wax bites, counter impressions
- D. Model pouring and trimming

V. Advanced Clinical Procedures

- 1. Operative Dentistry
- 2. Oral Surgery
- 3. Crown and Bridge Procedures
- 4. Endodontics Procedures
- 5. Periodontic Dentistry
- 6. Pedodontic Dentistry
- 7. Orthodontic Procedures
- 8. Preventive Dentistry

VI. Radiology for the Dental Auxiliary

- Lecture-history and terms.
- Safety precautions and awareness.
- RAD Lecture Final
- Clinical/practical use
- PA's, Bitewings, etc..
- Clinical RAD Final

VII. 40 Hour Externship Requirement

- A. Application of lecture and clinical knowledge in a real world dental setting.
- B. Completion of required items on checklist issued by instructors.
- C. Certification of Dr./Office Mgr./certifying official and issue back to instructors.

VIII. Class Final Exam and Graduation