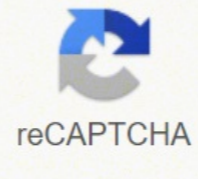




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In our restorative schedules, personal confirmations of time, procedure, and cost are essential. And let's remember to have a solid lab case management system in place as well! Although I love technology and the help available to us with automated confirmations, major restorative procedures are best confirmed in person. Do we have the case we need? This may vary widely by geographic region or by benefit plans within a region. Flexible Spending Account - Employee reimbursement account primarily funded with employee designated salary reductions. EdApp provides an editable course library that gives you access to free dental assistant training courses like HIPAA Compliance Training and Medicare Fraud and Abuse that you'll find below. Bitewings help diagnose gum disease and cavities between teeth. VBW - Vertical Bitewings - these are similar to the regular bitewing x-rays but are turned vertically to show more of the teeth and the height of the bone between teeth. Gingivitis - Inflammation of gingival tissue without loss of connective tissue. The primary dentition is comprised of 20 teeth. The purpose of these websites and blogs is to present an informal setting for people to enjoy books without feeling the pressure of making a purchase. Perio - periodontal disease (gum disease) - Periodontal disease is an inflammatory disease that affects the soft (gum tissue) and hard structures (bone) that support the teeth. Because everyone is pressed for time, the need to look up the summary of this book or that one is sometimes a priority. HX - Hx refers to 'history' as in a patient's medical history. BW - x-rays that show teeth above the gum line and the height of the bone between teeth. A 22-page download that is a great beginning for anyone stepping into dental administration for the very first time! But also provides some very valuable tips in every-day tasks. Want to get a commitment from your patients when scheduling an appointment? Read just how you can do that with every single appointment in the "Making Appointments" section! Dental Office Phones Dental Office Telephone Tips & Practical Application. A 10-page download that helps newer team members or those new to answering our office phones with some valuable basic guidelines. Things like why food and phones don't mix and how to manage our "hold" buttons on the office phone. Follow these guidelines to learn where to find book summaries online. Websites and Blogs Many websites and blogs offer summaries of chapters in books for free to their readers. If that's not enough, some of these book apps and subscription services also provide links to videos, reports and TED talks for the books, as well YouTube Channels Offering Book Summaries If you would rather not read a summary of books, there are many YouTube channels offering book summaries online. Dental Insurance Terms: Balance Billing - Billing a patient for the difference between the dentist's actual charge and the amount reimbursed under the patient's dental benefit plan. Extraction - removing a tooth (whole or in parts) Fracture - The breaking of a part, especially of a bony structure; breaking of a tooth. With vertical bitewings, typically 7 images are taken as a set. Often these teeth are referred to as deciduous teeth or baby teeth. Cavity - Missing tooth structure. We've broken down a few basic dental terms into categories to help you at the front office: Appointment Abbreviations: NP - shorthand for New Patient and is when the patient has never been seen by your office before. Malocclusion - incorrect position of biting or chewing surfaces of the upper and lower teeth Maxilla - the upper jaw Mandible - the lower jaw Co-Payment - Beneficiary's share of the dentist's fee after the benefit plan has paid. Occlusal - Occlusal x-rays show the roof or floor of the mouth and are used to find extra teeth, teeth that have not yet broken through the gums, jaw fractures, a cleft palate, cysts, abscesses or growths. Some of the bloggers and website owners also provide video and audio summaries, as well Subscription Services and Book Apps It's possible to find chapter summaries of books available through subscription services, as well as book apps. Normally four bitewings are taken as a set. If that's not enough, some of these book apps and subscription services also offer links to videos, reports and TED talks for the books, as well. Dental Implant - A device specially designed to be placed surgically within or on the mandibular or maxillary bone as a means of providing for dental replacement. While you may not find a short summary of Hamlet, you will see religious book summaries, book summaries for health-related topics, or topics for business-related books. Students Searching for Book Summaries - Students are constantly on the lookout for book summaries for research purposes, as well as for books they need to read for classes. Proximal - Tooth surfaces that are next to each other Types of Dental Specialists: Endodontist - Specializes in Root Canal Therapy Oral and Maxillofacial Surgeon - Specializes in surgeries of the mouth, jaw and face Orthodontist - Specializes in Braces & Alignment of the teeth & jaw Pediatric Dentist - Specializes in Children's Dentistry Periodontist - Specializes in Gums and supporting structures Prosthodontist - Specializes in Replacement of teeth This list of common dental terms doesn't cover every single term you'll ever hear, but it's a good start. Daily patient statements are my favorite promotion! It's the ultimate in cause and effect. When we are consistent in our patient billing, we see consistent collections. Of course, collection in full at the time of service and accurate insurance calculations are essential. However, there is always a need for patient billing. Can also use the terms: Buccal - The surface on posterior teeth that face the cheeks. Here are a few of those dental terms: Abscess - Acute or chronic localized inflammation, probably with a collection of pus, associated with tissue destruction and, frequently, swelling; usually secondary to infection. Permanent Tooth Numbers - Dental charts are normally arranged from the viewpoint of a dental practitioner facing a patient. These courses are readily deployable, but can also be edited and tailored according to your expertise or your dental clinic's specific standards. Join for free and deploy to your team We are strong advocates that you DO NOT NEED TO HAVE DENTAL EXPERIENCE TO WORK IN A DENTAL OFFICE. Some of these channels follow a specific niche topic while others are about books in general. Research or Special Interest Book Summary Websites For those who need a summary of a book that covers a research or special interest topic, there are dozens of book summary websites focusing specifically on this. Maximum Plan Benefit - The reimbursement level determined by the administrator of a dental benefit plan for a specific dental procedure. PA - A periapical (PA) X-ray refers to a single X-ray that is taken to show a specific area of concern. Some of these services provide audio, PDF, and infographics of the books. Primary Tooth Letters - These are the first teeth to erupt into the mouth. Therefore, teeth numbers 1 - 16 are on the upper jaw, right to left. If you have your customer service skills down, learning the rest will come with time. We recommend talking with your Office Manager and Dentist to find out if they have a list of common terms or if you come across an unfamiliar term, ask! Your role as a dental receptionist is to be the front lines of communication with patients so the more you know, the more you can answer any questions a patient may have. For example, they may need a summary of Roberts rules or a simple summary of Macbeth to help them write a research paper, and a book summary website will help them achieve that goal. Coverage - Benefits available to an individual covered under a dental benefit plan. It shows the position of fully emerged, emerging, and impacted teeth, all in one image. Dental Procedures: Dental procedures and diagnosis can sometimes be referred to with a clinical terminology that not everyone knows prior to working in the dental office. Biopsy - Process of removing tissue for histologic evaluation. These book summary sites contain information about the author, release date, characters, plot, and then move on to the summaries, like a short summary of Othello, for example. Endo - Endodontic - Root Canal - Root canal treatment is a procedure to relieve dental pain and save your teeth, typically needed when there is inflammation or infection in the roots of a tooth. The procedure removes the pulp inside the tooth, cleans, disinfects and shapes the root canals, and places a filling to seal the space. PAN - Panoramic x-rays, just like panoramic photos, are used to take images of your entire mouth area. The patient's right side appears on the left side of the chart, and the patient's left side appears on the right side of the chart. MORE FROM QUESTIONS ANSWERED.NET Dental front desk e-books for you, your team, your practice! There are over two decades of experience packed into these downloads. Give your career, your practice, and your team a boost! Download my Dental Administrative E-Book Bundle today. And then, begin to implement what resonates with you one month at a time. Prophylaxis involves removing plaque, calculus & stains from teeth. Therefore, a wide variety of sites are available containing them. Lingual - The surface that faces the tongue. Let's build the schedules you absolutely love each and every day. Because it's totally in your hands. My Advanced Dental Block Scheduling Guide really maps it out and helps your team work together to have some fun and make some magic! Learn how the power of a pause, at just the right time, helps a patient commits to a scheduled appointment. And how our body language and tone are even more important in financial presentations than our words. Then, implement some simple new skills right away! (Amazon Affiliate Link) Hygiene and Restorative Schedule Management Continuing care settings are important to our daily hygiene schedules. We also want to know how to manage inactive patients, and why this is important. It's only when we have accurate continuing care settings and active patient numbers, that we can be sure we have the right number of hygiene hours for our patients. Watch this short video with Laura interviewing Danni as they discuss additional insurance terms like HMO vs PPO, what in-network means versus out of network. The bitewing X-ray is placed on the tongue side of your teeth and held in place by biting down on a tab. Impacted tooth - An unerupted or partially erupted tooth that is positioned against another tooth, bone, or soft tissue so that complete eruption is unlikely. Tooth Surfaces: Distal - The surface that is away from the midline of the face. Facial - The surface on anterior that faces the cheeks or lips. So, take a breath, grab a cup of something yummy, and let's take a look at this bundle together. TXP - Treatment Plan - The dentist's plan for the patient that outlines exactly what dental services is recommended and in what timeframe Hygiene Terminology: Prophy - Prophylaxis - A "prophy" or "cleaning" is a hygiene service for someone that generally has healthy gums and teeth. Please keep in mind, that little changes in our day bring big results. And if we try to change too much too quickly, we often create chaos. But we really accomplish little more than that. Unlike traditional dental assistant training manuals, these sample microlearning courses are designed to focus only on key information in restaurant service while still boosting engagement and knowledge retention. With that said, sometimes, it can feel like learning another language when you hear the dentists talk with the hygienists and/or reading patient account notes. Teeth numbers 1, 16, 17, and 32 are your wisdom teeth. SRP - Scaling and Root Planing - (sometimes called a Deep Cleaning or Perio Therapy) is a deep cleaning below the gumline used to treat gum disease. Some present notes, reflections, and reviews that their readers can comment on, discuss, or reflect on. Mesial - The surface that is closest to the midline of the face. A cavity may be due to decay, erosion or abrasion Crown (Cap) - An artificial replacement that restores missing tooth structure by surrounding the remaining coronal tooth structure, or is placed on a dental implant. Root planing is a procedure that involves removing tartar, bacteria, and toxic deposits from the root of a tooth, all the way down to where the gum attaches to the tooth. Occlusal - The chewing surface of posterior teeth. HIPAA - Health Insurance Portability and Accountability Act (HIPAA) of 1996; A federal law that includes Administrative Simplification Provisions that require all health plans, including ERISA, as well as health care clearinghouses and any dentist who transmits health information in an electronic transaction, to use a standard format. With Weekly Management Weekly Management Systems Workbook guides the dental practice through each and every day. This workbook is based on a 4-day work week. However, there is a workbook section at the end to help you create your very own customized weekly management systems. Take what is before you here and adapt it to suit your dental practice needs. A whole new world of organization awaits you! All of these e-books and more inside the Dental Administrative E-Book Bundle. I also include my individual course materials in one Google Drive File within this bundle. Absolutely all of my course materials. Which include customer service systems, calculating dental benefits! If you want the course materials without having to access a course, here you go! Yes, all this material is available to you in a single purchase! It's a huge savings and tremendous value. There's a ton of information in here. I'm excited to share it with you. If you are new to dental administration, or you just want to make some changes and adjustments to your dental office day, this is a fabulous opportunity! Make your dental assistant training accessible for everyone through EdApp's powerful mobile training features. These "YouTubers" select a book, present information about it, provide insights, highlight reviews about it, and summarize its plot. Phone scripts to power up your phones. Because they lead everyone on the team in the same direction in patient conversations. And we truly do have the same patient conversations again and again in our practices. Although each patient words their questions a bit different, it's all the same. Use this e-book that contains 11 of our most common everyday phone conversations. Deductible - Sometimes referred to as co-insurance is the amount the patient is responsible for paying before services are covered by their insurance plan. You do need to have a great smile and willingness to work with people. The teeth are usually recognized by a letter of the alphabet beginning with "A" (Maxillary right second molar) and ending with "T" (Mandibular right second molar). FMX - Full mouth X-rays - 20 images composed of 16 periapical and 4 bitewing images. Incisal - The biting edge of an anterior tooth. Teeth numbers 17 - 32 are in the lower jaw, left to right. If you are new to dental there are many basic dental terms that you will hear in a dental office daily that you need to know and understand.

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