

Book review

Dental Receptionist Programme

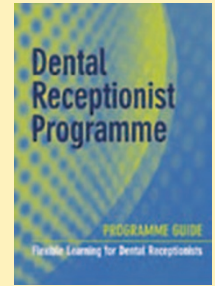
Part 1 Review

Radcliffe Publishing

Price: £40.00

(Part 2: £40; Parts 1&2: £75)

www.radcliffe-oxford.com



This learning programme provides a practical approach, supported by an appropriate level of knowledge concerning the day-to-day duties of the dental receptionist. It enables the 'learner' to choose their most preferred method of study, attendance at a formal course or a more self-organised learning style through distance learning.

This programme is set out in an easy to follow manual consisting of an introductory section, which explains how to use the programme; who can assist the learner; how to evidence progress and achieve certification. In addition there are tips on completing the assignments.

The manual is then further divided into six workbooks as follows:

1. The Receptionist and the Dental Team
2. Effective Communication
3. Dental Health and Terminology
4. Computers, Filing and Record Keeping
5. Ethics and Etiquette
6. Improving Communication Skills

Each workbook has clearly defined learning outcomes and consists of underpinning knowledge statements and a range of learning activities. These activities require the learner to reflect on current practice, use their existing knowledge, identify development areas and assimilate learning with the help of case studies.

The workbooks are well presented, sub-headings are used throughout and clear and concise statements are included which bulleted points follow. Workbook One — The Receptionist and the Dental Team, in my view, is the most comprehensive. This section encourages the learner to recognise the importance of their role and the impact it has on internal and external customers.

In addition it emphasises how the whole team function as a cohesive unit. Workbook One provides a good starting point for the learner as it helps them to focus on their role and how it can be developed in order for the practice/organisation to function more effectively and efficiently.

Workbook Three — Dental Health and Terminology, starts with an overview of the types of teeth and their purpose, the two major forms of dental disease and prevention. It also addresses the range of dental treatment and dental terminology. Diagrams and graphs are used to describe the caries process and teeth types. Dental charts are used to describe primary and secondary dentition and FDI Charting. This section provides fundamental information for those receptionists who are new to dentistry or those who have not been exposed to clinical practice.

Each workbook deals with the subject at a foundation level, information presented is fundamental to the effective operation of the practice/organisation. Learners who are new to dentistry ie have transferred from another occupational area or where this is their first employment since leaving full-time education, will find the learning programme particularly useful. For those who are more experienced it could be used as part of their continuing professional development to help improve working practices.

This programme encourages a competence-based approach to learning, which requires support from the practice/organisation to assist the individual and recognise achievements.

Jane Bonehill,
BDRA Training Adviser



What: Yorkshire Sculpture Park

Where: West Bretton,
Wakefield,
WF4 4LG

Less than a mile from the M1
exit 38. Wakefield Westgate
nearest train station.

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Opening hours until 26 March 2006:

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during exhibitions

Longside Gallery 11am-3pm
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Opening hours from 27 March 2006:

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