



SIMTICS Professional Skills Module Outlines

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Communication

Description

This module provides knowledge on how to communicate professionally as a medical assistant or dental assistant.

Learning Objectives

- Identify how to communicate with patients in the front office.
- Identify how to communicate with patients in the back office or dental operatory.
- Apply professional communication techniques while speaking to patients on the telephone.
- Develop an effective communication style, including appropriate body language.
- Communicate in written form.
- Restate patient communications to demonstrate understanding.
- Apply listening skills in a role-play or simulation exercise.
- Analyze own communication skills for areas of improvement.
- Relate to co-workers using effective communication skills.
- Demonstrate effective communication with a provider.

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Step 1 - Nonverbal communication

- Step 1.1 - Nonverbal communication with patients
- Step 1.2 - Nonverbal communication with providers
- Step 1.3 - Nonverbal communication with co-workers
- Step 1.4 - Nonverbal communication with non-patients

Step 2 - Verbal communication

- Step 2.1 - Verbal communication with patients
- Step 2.2 - Verbal communication with providers
- Step 2.3 - Verbal communication with co-workers
- Step 2.4 - Verbal communication with non-patients

Step 3 - Listening

- Step 3.1 - Listening to patients
- Step 3.2 - Listening to providers
- Step 3.3 - Listening to co-workers
- Step 3.4 - Listening to non-patients

Step 4 - Written communication

- Step 4.1 - Written communication with patients
- Step 4.2 - Written communication with providers
- Step 4.3 - Written communication with co-workers

Step 5 - Improving your communication style

- Step 5.1 - Improving written communication
- Step 5.2 - Best practices for communicating with patients
- Step 5.3 - Charting and communicating with other professionals

Step 6 - Confirming listener understanding

- Step 6.1 - Giving instructions to patients
- Step 6.2 - Communication from providers or other team members

Ethics and Legal Considerations

Description

This module provides knowledge on how to practice professional ethics as a dental or medical assistant.

Learning Objectives

- Determine actions that are within your scope of practice to actively participate in delivery of a quality health care experience.
- Differentiate between legal, ethical, and moral issues affecting health care.
- Recognize the impact personal morals have on the delivery of ethical health care.
- Demonstrate keeping patient information private and confidential, as required by law.
- Honor dignity of patients and co-workers through treatment of the person as a whole.
- Demonstrate acceptance of differences in patients and co-workers through just treatment of all.
- Advocate for growth in professional skills by providing health and well-being services to the community and by joining professional associations.
- Apply ethical principles and appropriate steps for solving an ethical dilemma.
- *For dental assistants:* Describe basic laws that pertain to dentistry, including the role of state practice acts, to determine and guide the dental assistant's roles and responsibilities in the presence or absence of the dentist.

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Step 1 - Ethics

Step 1.1 - Code of ethics

Step 1.2 - Morals, ethics, and laws

Step 2 - Integrity

Step 3 - Confidentiality

Step 4 - Respect

Step 4.1 - Treating the whole person

Step 4.2 - Creating a safe and comfortable environment

Step 4.3 - Treating co-workers with dignity

Step 5 - Ethical decision-making

Step 5.1 - Beneficence

Step 5.2 - Non-maleficence

Step 5.3 - Autonomy

Step 5.4 - Justice

Step 5.5 - Veracity

Step 6 - Values

Step 7 - Professional behavior

Step 8 - Laws affecting the dental office (DA only)

Step 8.1 - Scope-of-practice laws

Teamwork

Description

This module provides knowledge on how to work well with a team as a dental or medical assistant.

Learning Objectives

- Recognize how to work with others in a respectful way.
- Express what it means to be committed.
- Determine what duties are assigned to whom.
- Identify the hierarchy of the office and its team members.
- Demonstrate what it means to contribute to the team.
- Apply conflict resolution tactics.

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Step 1 - What does teamwork look like for a dental or medical assistant?

Step 1.1 - Respecting yourself

Step 1.2 - Disagreeing with co-workers

Step 1.3 - Commitment

Step 2 - Knowing the roles in the office

Step 2.1 - Creating a working system

Step 2.2 - Working together

Step 3 - Understanding hierarchy

Step 3.1 - Getting support

Step 4 - Learning to be a contributor

Step 5 - Applying conflict resolution tactics

Step 5.1 - Settling disputes

Time Management

Description

This module provides knowledge on how to practice effective time management skills as a dental assistant or medical assistant.

Learning Objectives

- Demonstrate the importance of time management.
- Demonstrate tools and techniques of time management.
- Assess own time management abilities.
- Implement processes for improving efficiency.
- Prepare for the workday, recognizing and developing habits that provide best practices.
- Manage the workday according to a plan.
- Predict how to best support providers.
- Predict how to best support patients.
- Define when to delegate tasks and ask for help.
- Select what tasks can be multitasked.

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Step 1 - Time management from a the assistant's perspective

Step 1.1 - Front office time management for the assistant

Step 1.2 - Back office time management for the assistant

Step 2 - Techniques and tools of time management

Step 2.1 - Breaking down tasks

Step 2.2 - Prioritizing

Step 2.3 - Streamlining tasks

Step 3 - Procrastination

Step 3.1 - Reasons for procrastination

Step 3.2 - Strategies for fighting procrastination

Step 4 - Skills for improving efficiency

Step 4.1 - Creating a routine

Step 4.2 - Using office systems

Step 4.3 - Working with others

Step 4.4 - Multitasking

Step 5 - Preparing for the day

Step 6 - Time management during the workday

Step 6.1 - Managing patient communication

Step 6.2 - Managing colleague communication

Step 6.3 - Documentation

Step 7 - Anticipating providers needs

Step 7.1 - Ensure that all supplies are stocked and ready

Step 7.2 - Reviewing the schedule

Step 8 - Delegating tasks

Step 8.1 - The importance of delegating

Step 8.2 - Knowing when to ask for help