COURSE INFORMATION FORM

DISCIPLINE: Allied Health / DENA
COURSE TITLE: Dental Office Management

CR.HR: 2  LECT HR: 1  LAB HR: 2  CLIN/INTERN HR: 0  CLOCK HR: 0

CATALOG DESCRIPTION
Student will learn principles of business management in the dental office. Control of the appointment book, filing, financial management, insurance forms, supply inventory and recall systems by conventional and computerized methods. Dental computer application and use as well as learn Eaglesoft practice management software. Hands-on experience in private practice offices and/or clinic DENA 250.

PREREQUISITES
DENA 108, DENA 110, DENA 115, DENA 125, DENA 205

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)
Upon completion of this course, the student will be able to:
1. Demonstrate understanding of marketing and how it applies to the dental practice.
2. Describe common telecommunication procedures and show appropriate telephone courtesy.
3. Apply skills in dental office including maintenance of patient records, completion of claim/insurance forms, written communication and appointment book.
4. Describe the scope of responsibilities of the business assistant.
5. Describe the different types of recall systems.
6. Apply the filing of records accurately using various filing systems.
7. Demonstrate the application of dental office management systems on a dental office computer and pegboard system.
8. Use computerized applications such as word processing, spreadsheet, database knowledge in dental offices.
10. Demonstrate the use of Eaglesoft practice management software.

GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

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<th>Outcomes</th>
<th>ESO</th>
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PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

1. Carry out the role and function of a Dental Assistant.
   • Demonstrate appropriate professional written, oral and technical/electronic communication skills.

3. Exhibit professional code of ethics and values of the profession.
   • Demonstrate professional responsibilities of a dental assistant in the field.
   • Demonstrate knowledge of state and federal regulatory legislative actions and their effect on delivery of dental assisting.

5. Understand importance of lifelong learning to promote personal and professional growth.
   • Understand the importance of improving academic and clinical skills to enhance occupational performance.

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes may be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Written Examinations, 1-10
2. Assignments, 1-10
3. Quizzes, 1-10
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. The Secretarial/Dental Assistant
   A. Objectives of Dentistry
   B. Objectives of Dentistry as a Business
   C. Different Management Styles
   D. Common Duties of the Business Assistant
   E. Managing Conflicts
   F. Five Functions of the Office Manager
   G. ADA - CDT Codes

II. Communication Skills and Telephone techniques
    A. Written communication
    B. Verbal vs Nonverbal messages
    C. Dental Health Care team communications

III. Appointment Book Management System
     A. Goals of the Appointment Book Management System
     B. Selection of Appointment Book
     C. Schedule Matrix/Scheduling
     D. Recall Systems

IV. Client
    A. Client Relations
    B. Client clinical Records

V. Records Management
    A. Accounts Receivable: Dental Insurance
       1. Parties involved
       2. Types of programs
       3. Details of claim forms
       4. Coordination of benefits
       5. Basic insurance terminology
       6. Other forms of payment
       7. Deposits
       8. Reconciling bank statements
    B. Accounts Payable and Treatment Planning
       1. Determining budget
       2. Payment of checks

VI. Pegboard and Computerized Accounts Receivable
    A. What is Included in Accounts Receivable
    B. Types of Bookkeeping System
    C. Computerized Record Keeping and its Components
    D. Components of Pegboard Systems

VII. Electronic Business and Computers
    A. Benefits
    B. Electronic Terminology
    C. Hardware
    D. Storage Media
    E. Software