El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA   **Dental Assisting**

COURSE RUBRIC AND NUMBER   **DNTA 1251**

COURSE TITLE   **Dental Office Management**

COURSE CREDIT HOURS

2	1	:	3
Credits	**Lec**		**Lab**

I.   Catalog Description

Presents the use of computers and/or manual systems to process dental information and interpret and practice learned dental office management skills. A grade of "C" or better is required in this course to take the next course. **(1:3). Lab fee.**

II.   Course Objectives

    A.   Unit I.   The Business of Dentistry

        1.   Explain the concept of dentistry as a business.
        2.   Describe the service concept.
        3.   Define communication.
        4.   Differentiate between various styles of management.
        5.   List characteristics necessary for establishing relationships.
        6.   Define all related terminology.

    B.   Unit II.   Dental Team Management

        1.   Discuss and determine goals and objectives for a dental practice.
        2.   Discuss the role and function of the administrative assistant.
        3.   Identify the five Rs of good management.
        4.   Manage interpersonal communications of staff and doctor.
        5.   Explain employee empowerment.
        6.   Discuss the procedures for conducting a staff meeting.
        7.   Explain staff etiquette.
        8.   Explain the importance of hiring a skilled administrative assistant.
        9.   Define time management.
        10.   Describe how to manage time efficiently.
        11.   Explain the purpose of an office procedural manual.
        12.   Identify the components of an office procedural manual.
        13.   Discuss recruitment and hiring policies.
        14.   Describe the contents of a personnel policy in an office procedural manual.
        15.   Discuss the use of pre-employment testing.
        16.   Discuss new employee orientation.
        17.   Manage staff conflict.
        18.   Define all related terminology.

    C.   Unit III.   Patient Management

Revised by Discipline: Fall 2012 (next revision in 3 years)

      1.   Identify patient's needs.
      2.   Explain special needs of patients.
      3.   Identify barriers to communication.
      4.   Recognize nonverbal cues.
      5.   Manage interpersonal communication in the reception area.
      6.   Design an office policy statement.
      7.   Explain marketing techniques in dentistry.
      8.   Describe external and internal marketing.
      9.   Identify patients' rights.
      10.   Define all related terminology.

D.   Unit IV.   New Technology in the Business Office

      1.   Differentiate between a manual office an office using new technology.
      2.   List types of electronic office equipment used in new technology.
      3.   Describe the elements of information systems.
      4.   Explain the four operations of a computer.
      5.   Explain how technology can be used to increase profitability.
      6.   Describe the application of technology to a dental practice.
      7.   Explain the purpose of a feasibility study.
      8.   Explain the difference between general and specific task software.
      9.   Discuss dental software, word processing, electronic spreadsheet, database, graphics, and Internet software.
      10.   List guidelines to follow when selecting software.
      11.   Explain why implementing a change to a computer system is important to all staff members.
      12.   Define all related terminology.

E.   Unit V.   Office Design and Equipment Placement

      1.   Define ergonomics as it applies to the dental business office.
      2.   Describe classifications of motion.
      3.   Describe the implementation of time and motion in a dental business office.
      4.   Discuss Seasonal Affective Disorder
      5.   Explain the effect of the Americans with Disabilities Act on office design.
      6.   Identify criteria for reception room and business office design.
      7.   Describe factors in office design related to the American s with Disabilities Act.
      8.   Describe the arrangement of common business equipment.
      9.   Define all related terminology.

F.   Unit VI.   Working with Dental Office Documents

      1.   Discuss HIPAA
      2.   Discuss the implementation of HIPAA regulations in the dental office record management system.
      3.   Identify the types of records maintained in a dental office
      4.   Discuss the components of a dental record.
      5.   List the components of patient financial records.
      6.   Identify the various types of employee records.
      7.   Discuss the importance of maintaining accurate records.
      8.   Define all related terminology.

G.   Unit VII.   Written Communication

1.   Discuss the various types of written communication in a dental office.
2.   Identify the characteristics of effective communication.
3.   Discuss the ethical and legal obligations in written communication.
4.   Define all related terminology.

H.   Unit VIII.   Telecommunication

1.   Define telecommunications.
2.   Explain the application of telecommunications in a dental office.
3.   Describe various types of telecommunication systems commonly used in a dental office.
4.   Practice efficient telephone techniques.
5.   Receive, transmit, and record telephone calls.
6.   Plan and place outgoing telephone calls.
7.   Describe special telephone equipment and service.
8.   Describe the best way to manage telephone calls commonly encountered in the dental office.
9.   Define all related terminology.

I.   Unit IX.   Inventory Control

1.   Identify the types of dental supplies.
2.   Explain the various types of inventory systems.
3.   Establish an inventory system.
4.   Explain factors determining supply quantity.
5.   Describe a technique for receiving supplies.
6.   Describe a computerized ordering system.
7.   Identify common supply forms.
8.   Explain the storage and handling of hazardous materials
9.   Define all related terminology.

J.   Unit X.   Appointment Management Systems

1.   Describe appointment book styles.
2.   Describe appointment software options.
3.   Complete an appointment matrix.
4.   Identify solutions to common appointment scheduling problems.
5.   Make an appointment entry.
6.   Design an appointment schedule list.
7.   Identify common appointment book symbols.
8.   Describe the use of a treatment plan.
9.   Complete an appointment card.
10.   Complete a daily schedule.
11.   Describe a call list.
12.   Explain advanced-function appointment scheduling.
13.   Define all related terminology.

K.   Unit XI.   Recall Systems

1.   Explain the purpose of recall systems.
2.   Identify the various systems.
3.   Develop a recall system. 8.8
4.   Define all related terminology.

L.   Unit XII.   Dental Insurance

1.   Describe the four parties involved in prepaid dental care plans,
2.   Explain prepaid dental care programs.
3.   Discuss alternative dental care delivery services.
4.   Explain common dental insurance terminology.
5.   Explain the parts of an ADA-approved claim form.
6.   Explain the ADA Code on Dental Procedures and nomenclature.
7.   Describe the coordination of benefits.
8.   Complete an ADA claims form.
9.   Define all related terminology

M.   Unit XIII.   Bookkeeping Systems – Accounts Receivable

1.   Define bookkeeping.
2.   Define accounting.
3.   Explain basic mathematical procedures.
4.   Describe common bookkeeping systems in dentistry.
5.   Explain the function of a computerized accounts receivable program.
6.   Describe the components of a pegboard bookkeeping system.
7.   Explain the procedures used in a pegboard bookkeeping system.
8.   Explain the common systems of statement production.
9.   Identify common payment and credit policies and collection procedures.
10.   Describe the various laws affecting credit policies and collection procedures.
11.   Identify common problems in maintaining a credit policy.
12.   Identify the functions of a credit bureau.
13.   Explain the function of a collection agency.
14.   Compose a collection letter.
15.   Define all related terminology.

N.   Unit XIV.   Other Financial Systems

1.   Explain and demonstrate how to complete the following records:
        a.   monthly expense sheets
        b.   yearly summaries
        c.   payroll records
        d.   W-2 forms
2.   Explain how withheld income tax, social security, and federal unemployment taxes are deposited.
3.   Explain the importance of maintaining accurate records.
4.   Define all related terminology.
5.   Identify various types of checks.
6.   Prepare deposits.
7.   Demonstrate bank statement reconciliation.
8.   Define all related terminology.

III.   THECB Learning Outcomes (WECM)

1.   Demonstrate telephone management.
2.   Schedule appointments.
3.   Receive payment for dental services.
4.   Complete third-party reimbursement forms.
5.   Manage inventory.
6.   Enter data for charges and payments.
7.   Manage patient records.
8.   Manage recall systems.

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9. Comply with federal and state guidelines regarding health care providers.
10. Operate basic business equipment.

IV. Evaluation

A. Condition of performance

B. This course is a combination of lecture (theory) and laboratory.   Examinations and lab projects are graded with the same weight.

C. Grading Scale
93-100 =A
84-92=B
75-83=C
74 and below=F

V. Disability Statement (American with/Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.