

Maui Community College
Course Outline

August 2009
Received March 2004
Under Amnesty Program
SLOs Updated & Linked To Content
COWIQ Grid Prepared

1. Alpha DENT Number 120
Course Title Dental Office Management
Credits 3
Department Allied Health Author
Date of Outline 2/5/09 Effective Date Fall 2009 5-year Review Date Fall 2014

2. Course Description: Discusses business activities, dental team management, patient communications, and office personnel relationships for office assistants in the dental office.

Cross-list

Contact Hours/Type Lecture - three (3)

3. Pre-requisites None

Recommended Skill and Attributes: Good communication and people skills, flexibility in work schedule and in assuming tasks, ability to work as a team member, ability to take the initiative and assume responsibility, ability to work under pressure and in stressful situations, and knowledge of basic office skills (typing).

Pre-requisite may be waived by consent yes no

Co-requisites

Recommended Preparation None

4. Function/Designation AA Category Additional Category

AS Allied Health - Dental Hygiene Category List Additional Programs and Category:

Chancellor

(3)

2/9/09
Approval Date

AAS Program Category List Additional Programs and Category:

BAS Program Category Developmental/Remedial

Other/Additional: Explain:

See Curriculum Action Request (CAR) form for the college-wide general education and/or program SLOS this course supports.

This course outline is standardized and/or the result of a community college or system-wide agreement.
Responsible committee:

5. Student Learning Outcomes (SLOs): List one to four inclusive SLOs.

For assessment, link these to #7. Recommended Course Content, and #9. Recommended Course Requirements & Evaluation. Use roman numerals (I., II. III.) to designate SLOs

On successful completion of this course, students will be able to:

- I. Demonstrate all duties assigned to dental office staff to a standard level of proficiency.
- II. Demonstrate orally and in writing, theoretical information and demonstrate all dental office skills and techniques.
- III.
- IV.

6. Competencies/Concepts/Issues/Skills

For assessment, link these to #7. Recommended Course Content, and #9. Recommended Course Requirements & Evaluation. Use lower case letters (a., b., c...n.) to designate competencies/skills/issues

On successful completion of this course, students will be able to:

- a. Describe an understanding of the importance of and the various means of achieving good communication in the dental office.
- b. Understand and describe the skills needed to achieving patient satisfaction by meeting patient needs.
- c. Demonstrate the use of the phone with courtesy and effectiveness.
- d. Write effective business letters and other communication to support the dental practice.
- e. Describe methods to market the dental practice.
- f. Demonstrate an understanding of ways to foster teamwork and reduce stress in the dental office.
- g. Describe an understanding of how to maintain adequate patient and practice records.
- h. Organize and implement an efficient filing system.
- i. Schedule appointments effectively and implement a preventive recall program.
- j. Organize and implement an efficient inventory management system.
- k. Describe the steps in handling equipment repairs.
- l. Describe manual and computerized bookkeeping systems.
- m. Manage collections effectively, including accounts receivable and accounts payable.
- n. Process and write checks.
- o. Describe an understanding of the purpose of business summaries.
- p. Identify common payroll deductions.
- q. Describe an understanding of the purpose of dental insurance.
- r. Identify the types of prepaid dental programs.
- s. Use basic dental insurance terminology.
- t. Identify insurance fraud.

- u. Identify career opportunities.
- v. Prepare for a job interview.
- w. Prepare a letter of application, resume, and job application form.
- x. Negotiate a salary.
- y. Describe an understanding of the elements of an employment agreement.
- z. Describe the steps for job termination.
- aa. Achieve career objectives.

7. Suggested Course Content and Approximate Time Spent on Each Topic

Linked to #5. Student Learning Outcomes and # 6 Competencies/Skills/Issues

- 1 week Orientation to the dental profession, including role of the administrative dental assistant; communication skills and telephone techniques (I, II, a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t)
- 2 weeks Written correspondence and marketing; dental basics including basic dental office design and anatomy of treatment room (I, II, d, e)
- 2 weeks Patient clinical records, patient scheduling, and the computerized dental practice (I, II, b, c, g, i)
- 1 week Information management (I, II, g, h)
- 2 weeks Financial arrangements and collection procedures; accounts receivable and accounts payable (I, II, l, m, n, o, p)
- 1 week Inventory management, office equipment, and equipment repairs (I, II, j, k)
- 1 week Patient relations including problem-solving and providing outstanding customer service; dental healthcare team communications (I, II, a, b, c, d, f)
- 1 week Dental insurance processing (I, II, q, r, s, t)
- 1 week Dental patient scheduling, patient recall systems (I, II, b, c, i)
- 3 weeks Employment strategies, achieving career objectives (I, II, u, v, w, x, y, z, aa)

8. Text and Materials, Reference Materials, and Auxiliary Materials

Appropriate text(s) and materials will be chosen at the time the course is offered from those currently available in the field. Examples include: Gaylor, L., *The Administrative Dental Assistant*, current edition, Elsevier.

Appropriate reference materials will be chosen at the time the course is offered from those currently available in the field. Examples include: Gaylor, L., *The Administrative Dental Assistant: Workbook*, current edition, Elsevier.

Bird, D. and Robinson, D., *Torres and Ehrlich Modern Dental Assisting*, current edition, Elsevier.

Bird, D. and Robinson, D., *Student Workbook to Accompany Torres and Ehrlich Modern Dental Assisting*, current edition, Elsevier.

Durley, C. et al., *The DANB Review*, current edition, Dental Assisting National Board.

Durley, C. et al., *DANB's Glossary of Dental Assisting Terms*, current edition, Dental Assisting National Board.

Mosby et al., *Mosby's Dental Dictionary*, current edition, Elsevier.

Mosby et al., *Review Questions and Answers for Dental Assisting*, current edition, Elsevier.

Appropriate auxiliary materials will be chosen at the time the course is offered from those currently available in the field. Examples include: State of Hawaii Department of Commerce and Consumer Affairs, Hawaii Administrative Rules Title 16, Chapter 79, Dentists and Dental Hygienists.

State of Hawaii Department of Commerce and Consumer Affairs, Hawaii Revised Statutes Chapter 448, Dentistry.

9. Suggested Course Requirements and Evaluation

Linked to #5. Student Learning Outcomes (SLOs) and #6 Competencies/Skills/Issues

Specific course requirements are at the discretion of the instructor at the time the course is being offered. Suggested requirements might include, but are not limited to:

- Prompt attendance is required at all class sessions. (I, II, a - aa)
- Students will be responsible for completing all assigned reading material in text before each class session. (I, II, a - aa)
- Complete various learning skills exercises. (I, II, a, b, c, d, f, g, h, i, j, k, m, n, w)
- Complete various competency exercises. (I, II, a, b, c, d, f, g, h, i, j, k, m, n, w)
- Complete all projects. (I, II, a - aa)

GRADING AND EVALUATION

Quizzes	15% (I, II, a - aa)
Projects	30% (I, II, e, g, h)
Competency and learning skills exercises	15% (I, II, a, b, c, d, f, g, h, i, j, k, m, n, w)
Midterm exam	10% (I, II, a - aa)
Final exam	20% (I, II, a - aa)
Attendance/ Attitude	10% (I, II, a - aa)

10. Methods of Instruction

Instructional methods will vary considerably by instructor. Specific methods are at the discretion of the instructor teaching the course and might include, but are not limited to:

- Participation in class lecture/ discussion.
- Group projects.
- Reading assigned portions in textbooks, journal articles, and/ or modules.
- Viewing various audiovisual materials.
- Participation in class exercises such as role-plays and simulations.
- Demonstration and simulation.
- Discovery learning.
- Guest speakers.

11. Assessment of Intended Student Learning Outcomes Standards Grid attached

Grid of Maui Community College Student Learning Outcomes - Dental Assisting

KEY: 3 Major Emphasis: The student is actively involved uses, reinforces, applies, and evaluated in the student learning outcomes. The learner outcome is the focus of the class

2 Moderate Emphasis: The student uses, reinforces, applies and is evaluated by this learner outcome, but it is not the focus of the class.

1 Minor Emphasis: The student is provided an opportunity to use, reinforce, and apply this learner outcome but does not get evaluated on this learner outcome.

0 No Emphasis: The student does not address this learner outcome.

DENT 120 DENT 150 DENT 151 DENT 152 DENT 164 DENT 165 DENT 176 DENT 177

I. Demonstrate an understanding of dental assisting roles including the legal, professional, and ethical responsibilities within the community.
II. Demonstrate basic theoretical knowledge and skills in biological science, dental radiology, chairside dental assisting, and business office procedures to support dental assisting practice and build the foundation for an associate degree dental hygiene program.
III. Demonstrate a commitment to life long learning and advancing competency over a lifetime of clinical practice.

Dental Assisting Educational Standards

General Education Standards

DENT 120 DENT 150 DENT 151 DENT 152 DENT 164 DENT 165 DENT 176 DENT 177

Standard 1 - Written Communication

Outcome 1.1 Use writing to discover and articulate ideas	3	3	3	2	3	0	0	0	1	1	1	1
Outcome 1.2 Identify and analyze the audience and purpose for any intended communication	3	3	3	2	3	0	0	0	1	1	1	1
Outcome 1.3 Choose language, style, and organization appropriate to particular purposes and audiences	3	3	3	3	3	0	0	0	1	1	1	1
Outcome 1.4 Gather information and document sources appropriately	3	3	3	3	3	0	0	0	1	1	1	1
Outcome 1.5 Express a main idea as a thesis, hypothesis, or other appropriate statement	3	3	3	3	3	0	0	0	1	1	1	1
Outcome 1.6 Develop a main idea clearly and concisely with appropriate content	1	3	3	0	0	0	0	0	1	1	1	1
Outcome 1.7 Demonstrate a mastery of the conventions of writing, including grammar, spelling, and mechanics	3	3	3	0	0	0	0	0	1	1	1	1
Outcome 1.8 Demonstrate proficiency in revision and editing	3	3	3	0	1	0	0	0	1	1	1	1
Outcome 1.9 Develop a personal voice in written communication	3	3	3	0	3	0	0	0	1	1	1	0

Standard 2 - Quantities Reasoning

Outcome 2.1 Apply numeric, graphic, and symbolic skills and other forms of quantitative reasoning accurately and appropriately	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 2.2 Demonstrate mastery of mathematical concepts, skills, and applications, using technology when appropriate	3	3	3	0	3	0	0	0	0	3	3	3
Outcome 2.3 Communicate clearly and concisely the methods and results of quantitative problem solving	3	3	3	2	3	0	0	0	0	3	3	3
Outcome 2.4 Formulate and test hypotheses using numerical experimentation	0	2	2	0	0	0	0	0	0	3	3	3
Outcome 2.5 Define quantitative issues and problems, gather relevant information, analyze that information, and present results	2	3	3	0	0	0	0	0	0	3	3	3
Outcome 2.6 Assess the validity of statistical conclusions	0	1	1	0	0	0	0	0	1	3	3	0

Standard 3 - Information Retrieval and Technology

Outcome 3.1 Use print and electronic information technology ethically and responsibly	3	3	3	3	3	0	0	0	0	1	2	2
Outcome 3.2 Demonstrate knowledge of basic vocabulary, concepts, and operations of information retrieval and technology	3	3	3	0	2	0	0	0	0	1	2	2
Outcome 3.3 Recognize, identify, and define an information need	3	3	3	0	3	0	0	0	0	1	2	2
Outcome 3.4 Access and retrieve information through print and electronic media, evaluating the accuracy and authenticity of that information	3	3	3	0	0	0	0	0	0	1	2	2
Outcome 3.5 Create, manage, organize and communicate information through electronic media	3	3	3	0	0	0	0	0	0	1	2	2
Outcome 3.6 Recognize changing technologies and make informed choices about their appropriateness and use	2	3	3	2	2	0	0	0	0	1	2	2

Standard 4 - Oral Communication

Outcome 4.1 Identify and analyze the audience and purpose of any intended communication	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 4.2 Gather, evaluate, select, and organize information for the communication	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 4.3 Use language techniques, and strategies appropriate to the audience and occasion	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 4.4 Speak clearly and confidently, using the voice, volume, tone, and articulation appropriate to the audience and occasion	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 4.5 Summarize, analyze, and evaluate oral communications and ask coherent questions as needed	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 4.6 Use competent oral expression to initiate and sustain discussions	3	3	3	3	3	0	0	0	0	3	3	3

Standard 5 - Critical Thinking

Outcome 5.1 Identify and state problems, issues, arguments, and questions containing in a body of information	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 5.2 Identify and analyze assumptions and underlying points of view relating to an issue or problem	3	3	3	3	3	0	0	0	0	3	3	3
Outcome 5.3 Formulate research questions that require descriptive and explanatory analyses	0	2	2	0	0	0	0	0	0	0	0	0
Outcome 5.4 Recognize and understand multiple modes of inquiry, including investigative methods based on observation and analysis	1	0	3	3	3	0	0	0	0	3	1	1
Outcome 5.5 Evaluate a problem, distinguishing between relevant and irrelevant facts, opinions, assumptions, issues, values, and biases through the use of appropriate evidence	0	3	3	3	3	2	2	2	2	3	3	3
Outcome 5.6 Apply problem-solving techniques and skills, including the rules of logic and logical sequence	3	3	3	3	3	2	2	2	2	3	3	3
Outcome 5.7 Synthesize information from various sources, drawing appropriate conclusions	3	3	3	3	3	2	2	2	2	3	3	3
Outcome 5.8 Communicate clearly and concisely the methods and results of logical reasoning	3	3	3	3	3	2	2	2	2	3	3	3
Outcome 5.9 Reflect upon and evaluate their thought processes, value systems, and world views in comparison to those of theirs	3	3	3	3	3	2	2	2	2	3	3	3

Standard 6 - Creativity

Outcome 6.1 Generate responses to problems and challenges through intuition and non-linear thinking	2	2	2	1	1	1	1	1	1	1	1	1
Outcome 6.2 Explore diverse approaches to solving a problem or addressing a challenge	3	3	3	3	2	1	1	1	1	2	2	2
Outcome 6.3 Engage in activities without a preconceived purpose	0	0	0	0	0	0	0	0	0	0	0	0
Outcome 6.4 Apply creative principles to discover and express new ideas	2	2	2	0	0	2	2	2	2	3	3	3
Outcome 6.5 Demonstrate the ability to trust and follow one's instincts in the absence of external direction	2	2	2	0	0	0	0	0	0	1	1	1
Outcome 6.6 Build upon or adapt the ideas of others to create unique expressions or solutions	2	2	2	1	1	0	0	0	0	2	2	2