

**DA 67 Course Outline as of Fall 2021****CATALOG INFORMATION**

Dept and Nbr: DA 67                      Title: DENTAL OFFICE MGT  
 Full Title: Dental Office Management  
 Last Reviewed: 4/12/2021

Units	Course Hours per Week		Nbr of Weeks		Course Hours Total	
Maximum	2.00	Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00	Lab Scheduled	0	8	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	35.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

Total Student Learning Hours: 105.00

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: DNA 68

**Catalog Description:**

Instruction in the non-clinical functions which dental assistants are required to perform with emphasis on: financial arrangements, collection techniques, completing insurance forms, and maintaining current insurance records, office mail, dental office computer systems, group practice, inventory, marketing, purchasing, payroll, tax records, disbursements, and petty cash.

**Prerequisites/Corequisites:**

Course Completion of DA 60 AND DE 55A

**Recommended Preparation:****Limits on Enrollment:**

Acceptance to the Allied Dental Programs

**Schedule of Classes Information:**

Description: Instruction in the non-clinical functions which dental assistants are required to perform with emphasis on: financial arrangements, collection techniques, completing insurance forms, and maintaining current insurance records, office mail, dental office computer systems, group practice, inventory, marketing, purchasing, payroll, tax records, disbursements, and petty cash. (Grade Only)

Prerequisites/Corequisites: Course Completion of DA 60 AND DE 55A

Recommended:

Limits on Enrollment: Acceptance to the Allied Dental Programs

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

### **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>		Effective:	Inactive:
<b>UC Transfer:</b>		Effective:	Inactive:

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

### **COURSE CONTENT**

**Student Learning Outcomes:**

At the conclusion of this course, the student should be able to:

1. Communicate clearly and effectively with patients to explain informed consent, risks, benefits and alternatives to treatment plans while establishing good patient rapport.
2. Develop employment strategies for career opportunities as an administrative dental assistant, in private dental practices, insurance companies, and management and consulting firms.

**Objectives:**

1. Demonstrate effective communication skills and identify barriers to communication.
2. Maintain patient clinical records, using paper based and computerized systems.
3. Describe various types of recall systems.
4. Describe various methods of processing dental insurance.
5. Manage financial arrangements with patients.
6. Organize and manage an accounts receivable system.
7. Organize and manage an accounts payable system.
8. Describe types of computerized dental practice software systems.
9. Demonstrate writing cover letters and resumes.
10. Discuss interviewing techniques.
11. How to accept and leave a job.
12. Demonstrate effective appointment management and scheduling for a variety of types of dental procedures.
13. Discuss alternative dental care delivery systems using common dental insurance terminology.
14. Utilize computer software systems to chart existing dental restorations, conditions, missing teeth, periodontal assessment data and to capture digital radiological images

**Topics and Scope:**

- I. Communication Skills
  - A. Mediums of communication
  - B. Interpersonal communication
  - C. Barriers to effective communication
  - D. Telephone techniques
- II. Patient Clinical Records
  - A. Components of the clinical record
  - B. Collecting information
    - 1. registration forms
    - 2. other diagnostic records
    - 3. computerized management of information
- III. Dental Patient Scheduling
  - A. Mechanics of scheduling
  - B. Making appointments
  - C. Results of poor scheduling
- IV. Recall Systems
  - A. Classification of recalls
  - B. Methods of recalling patients
  - C. Computerized systems
- V. Processing Dental Insurance
  - A. Types of dental insurance
    - 1. fee for service
    - 2. capitation
    - 3. closed panel
    - 4. managed care
    - 5. health maintenance organizations
  - B. Insurance coding
  - C. Organizing insurance coverage
  - D. Methods of filing claims
  - E. Other types of coverage
  - F. Completing a dental claim form
  - G. Recognition of fraudulent insurance billing
- VI. Financial Arrangements
  - A. Designing a financial policy
  - B. Types of financial policies
  - C. Managing accounts payable
- VII. Accounts Receivable
  - A. Components of financial records
  - B. Methods of recording
  - C. Routing slips
- VIII. Accounts Payable
  - A. Verification of expenditures
  - B. Check writing
  - C. Reconciling a bank statement
  - D. Computerized check writing
- IX. Computerized Dental Practice
  - A. Practice management software-utilization of charting and imaging components
  - B. Selecting software
  - C. Types of software
  - D. Role of the administrative assistant
- X. Employment Strategies

- A. Career opportunities
- B. Producing a resume
- C. Writing cover letters
- D. Interviewing techniques
- E. Accepting/leaving a job

**Assignment:**

1. Reading assignments in texts and course syllabus (10–15 pages a week)
2. Writing sample letters, resume, and cover letters (5-7)
3. Preparing insurance claims (2)
4. Research dental management software products
5. Workbook assignments (5-7 pages a week)
6. Develop dental product resource manual
7. Quizzes (12-15), midterm, final

**Methods of Evaluation/Basis of Grade:**

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Resume, sample letters, cover letters	Writing 10 - 20%
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**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Workbook assignments	Problem solving 15 - 30%
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**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Insurance claims forms	Skill Demonstrations 10 - 20%
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**Exams:** All forms of formal testing, other than skill performance exams.

Quizzes, midterm and final	Exams 15 - 50%
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**Other:** Includes any assessment tools that do not logically fit into the above categories.

Research dental management software, develop dental product resource manual	Other Category 15 - 30%
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**Representative Textbooks and Materials:**

Modern Dental Assisting. 12th ed. Bird, Doni and Robinson, Debbie. Elsevier. 2018.  
Practice Management for the Dental Team. 8th ed. Finkbeiner, Betty and Finkbeiner, Charles. Elsevier. 2016.

Practice Management for the Dental Team Student Workbook, 8th ed. Finkbeiner, Betty and Finkbeiner, Charles. Elsevier. 2018.

Modern Dental Assisting Student Workbook: 12th ed., Bird, Doni and Robinson, Debbie. Elsevier. 2018.

Instructor prepared materials