

**DNA 68 Course Outline as of Fall 1981****CATALOG INFORMATION**

Dept and Nbr: DNA 68 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    | 17.5         | 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:

**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. Students will learn the Dental Mac integrated record system.

**Prerequisites/Corequisites:**

DNA 60

**Recommended Preparation:**

Eligibility for English 100A, 104 or 1A or equivalent

**Limits on Enrollment:****Schedule of Classes Information:**

Description: Instruction in the non-clinical functions which dental assistants are required to perform; students will learn the Dental Mac integrated record system. (Grade Only)

Prerequisites/Corequisites: DNA 60

Recommended: Eligibility for English 100A, 104 or 1A or equivalent

Limits on Enrollment:

Transfer Credit: CSU;

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> | Transferable         | Effective: | Fall 1981 | Inactive:  | Fall 2021 |
| <b>UC Transfer:</b>  |                      | Effective: |           | Inactive:  |           |

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

1. Successfully interact, in a mock dental office situation, with patients in person-to-person contacts and when generating or receiving telephone calls
2. Demonstrate basic knowledge of the elements for effective appointment control and maintain records associated with scheduling
3. Prepare complete, accurate patient records and maintain them
4. Write appropriate business letters
5. Maintain an accurate filing system
6. Describe an efficient and effective patient recall system
7. Prepare and process dental insurance forms accurately, both manually and electronically
8. Develop a personal job resume
9. Demonstrate job interview skills

### **Topics and Scope:**

- I. Accounts Payable
  - A. Bookkeeping Fundamentals
  - B. Recording Charges and Payments
  - C. Computer Systems
- II. Financial Arrangements
  - A. Methods of Payment
    1. Cash
    2. Statements
    3. Divided plans
    4. Credit cards
- III. Collections
  - A. Collection Letters

- B. Collection Telephone Calls
- C. Collection Agencies
- IV. Dental Health Insurance
  - A. Types of Coverage
  - B. Usual, Customary, and Reasonable Fees
  - C. Coinsurance
  - D. Deductibles
- V. Processing Insurance Claims
  - A. Manual
  - B. Computer Generated
- VI. Computer Use in Dental Offices
  - A. Keyboard Usage
  - B. Record Keeping Systems
  - C. Integrated Systems
- VII. Marketing Techniques in Dentistry
- VIII. Employment
  - A. Opportunities
  - B. The Resume
  - C. The Interview
  - D. Follow-up

### Assignment:

Reading assignments in texts and course syllabus

### 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.

None, This is a degree applicable course but assessment tools based on writing are not included because problem solving assessments and skill demonstrations are more appropriate for this course.

Writing  
0 - 0%

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Homework problems, Field work, Lab reports, Quizzes, Exams

Problem solving  
30 - 75%

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances, Field work, Performance exams

Skill Demonstrations  
15 - 50%

**Exams:** All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items, Completion

Exams  
10 - 20%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

None

Other Category  
0 - 0%

**Representative Textbooks and Materials:**

Torres, H. & Ehrlich, A. Modern Dental Assisting. 4th Ed. W.B. Saunders, 1991

Chasteen, J. Essentials of Clinical Dental Assisting. 4th Ed. Mosby, 1991