

20982

## Imperial Valley College Assisting Program

### Course Syllabus

#### DA 108 Dental Practice Management for the Dental Assistant (3 Units)

Spring 2013: Tuesday 3:00 PM-5:00 PM

**INSTRUCTORS:** Dr. Javad Aghaloo

#### I. COURSE/CATALOG DESCRIPTION:

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

#### II. TEXTBOOK(S) AND SUPPLEMENT(S):

D. Bird and D.S. Robinson (2008). *Torres and Ehrlich Modern Dental Assisting* (9<sup>th</sup>/e). Saunders. ISBN: 9781416042457

D. Bird and D.S. Robinson (2008). *Student Workbook for Torres and Ehrlich Modern Dental Assisting* (9<sup>th</sup>/e). Saunders. ISBN: 9781416049906

#### III. STUDENT LEARNING OUTCOMES:

Upon course completion, the successful student will have acquired new skills, Knowledge, and or attitudes as demonstrated by being able to:

1. Prepare complete, accurate patient records and maintain them.
2. Successful interact in a mock dental office situation, with patients in person- to-person contacts and when gathering or receiving telephone calls.
3. Write appropriate business letters.

#### IV. MEASURABLE COURSE OBJECTIVES:

Upon satisfactory completion of the course, students will be able to:

1. Successful interact in a mock dental office situation, with patients in person- to-person contacts and when gathering or receiving telephone calls.
2. Apply the basic skills of effective appointment scheduling.
3. Prepare complete, accurate patient records and maintain them.
4. Write appropriate business letters.
5. Successfully operate an accurate filing system.
6. Define an effective and efficient patient recall system.
7. Prepare and process dental insurance forms accurately electronically.

8. Develop a personal job resume.
9. Demonstrate the role of the office manager in the dental office.
10. Describe the use for a computer application in the dental office.

### **GRADING SCALE**

<b>Grade</b>	<b>Percentage</b>
<b>A</b>	100-90%
<b>B</b>	89-80%
<b>C</b>	79-70%
<b>D</b>	69-60%
<b>F</b>	59% or lower

### **Weekly Schedule**

<b>Date</b>	<b>Lecture Topic</b>
1/15/13	Introduction <ol style="list-style-type: none"> <li>1. Presenting to Patients</li> <li>2. Core Story</li> </ol>
1/22/13	History of Dentistry Communication Pathways <ol style="list-style-type: none"> <li>1. Verbal</li> <li>2. Nonverbal</li> <li>3. Listening Skills</li> <li>4. Patient Needs</li> <li>5. Confidentiality (HIPAA)</li> </ol>
1/29/13	Communicating with patients/Phone Skills <ol style="list-style-type: none"> <li>1. Courtesy</li> <li>2. Incoming Calls/Hold</li> <li>3. On call</li> </ol> Roll Playing
2/5/13	Quiz #1 Business Operating Systems
2/12/13	Examination/Diagnostic Techniques

2/19/13	Oral Health/Dental Disease
2/26/13	Quiz #2 Appointment Scheduling
3/5/13	Review for Midterm
3/12/13	Midterm
3/19	The Medically/Physically Compromised Patient
3/26	Oral Pathology
4/2	Spring Break
4/9	Quiz #3 Financial Management in the Dental Office
4/16	Marketing Your Skills
4/23	Resume (Quiz #4)
4/30	Review for the Final
5/7	Final Exam