

DA R021: PRACTICE MANAGEMENT FOR DENTAL ASSISTING

Originator

aderdiarian

Co-Contributor(s)
Name(s)

Najarian, Raffi (rnajarian)

College

Oxnard College

Discipline (CB01A)

DA - Dental Assistant

Course Number (CB01B)

R021

Course Title (CB02)

Practice Management for Dental Assisting

Banner/Short Title

Practice Management for DA

Credit Type

Credit

Start Term

Spring 2021

Catalog Course Description

This course focuses on instruction for the non-clinical functions which dental assistants are required to perform. Emphasis will be placed 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.

Taxonomy of Programs (TOP) Code (CB03)

1240.10 - *Dental Assistant

Course Credit Status (CB04)

D (Credit - Degree Applicable)

Course Transfer Status (CB05) (select one only)

C (Not transferable)

Course Basic Skills Status (CB08)

N - The Course is Not a Basic Skills Course

SAM Priority Code (CB09)

C - Clearly Occupational

Course Cooperative Work Experience Education Status (CB10)

N - Is Not Part of a Cooperative Work Experience Education Program

Course Classification Status (CB11)

Y - Credit Course

Educational Assistance Class Instruction (Approved Special Class) (CB13)

N - The Course is Not an Approved Special Class

Course Prior to Transfer Level (CB21)

Y - Not Applicable

Course Noncredit Category (CB22)

Y - Credit Course

Funding Agency Category (CB23)

Y - Not Applicable (Funding Not Used)

Course Program Status (CB24)

1 - Program Applicable

General Education Status (CB25)

Y - Not Applicable

Support Course Status (CB26)

N - Course is not a support course

Field trips

Will not be required

Grading method

Letter Graded

Does this course require an instructional materials fee?

No

Repeatable for Credit

No

Is this course part of a family?

No

Units and Hours

Carnegie Unit Override

No

In-Class

Lecture

Minimum Contact/In-Class Lecture Hours

35

Maximum Contact/In-Class Lecture Hours

35

Activity

Laboratory

Minimum Contact/In-Class Laboratory Hours

52.5

Maximum Contact/In-Class Laboratory Hours

52.5

Total in-Class

Total in-Class

Total Minimum Contact/In-Class Hours

87.5

Total Maximum Contact/In-Class Hours

87.5

Outside-of-Class**Internship/Cooperative Work Experience**

Paid

Unpaid

Total Outside-of-Class**Total Outside-of-Class****Minimum Outside-of-Class Hours**

70

Maximum Outside-of-Class Hours

70

Total Student Learning**Total Student Learning****Total Minimum Student Learning Hours**

157.5

Total Maximum Student Learning Hours

157.5

Minimum Units (CB07)

3

Maximum Units (CB06)

3

Prerequisites

DA R010 and DA R011 and DA R012 and DA R013 and DA R014 and DA R015

Corequisites

DA R020 and DA R022 and DA R023 and DA R024 and and DA R025

Advisories on Recommended Preparation

High School Diploma or GED and ENGL R101 or ENGL R101H

Limitations on Enrollment

Current CPR certification for health care provider (American Heart Association) or professional rescuer (American Red Cross)

Proof of freedom from and immunity to communicable diseases

No acrylic or long nails in clinical settings

Current negative TB test or chest x-ray

Physical examination demonstrating general good health

No visible tattoos or visible body piercings except single studs in earlobes

Entrance Skills**Entrance Skills**

Students need to be proficient in dental (oral) anatomy

Prerequisite Course Objectives

DA R010-Discuss and demonstrate the assistants role in diagnosis, data gathering and treatment

DA R010-Describe the list regions of head and neck anatomy

DA R010-List and describe the overview of dentition

DA R011-Identify anatomical landmarks, anomalies, restorations, caries, periapical lesions, and other possible pathological defects in a formal written critique of each full mouth survey of radiographs

DA R013-Pronounce, define, and spell the key terms

DA R014-Apply and record the dental assistants role in diagnosis, data gathering and treatment

- DA R014-Illustrate the regions of head and neck anatomy
- DA R014-Apply and record the dentition of primary dentition and permanent dentition
- DA R014-Apply the skills of periodontal charting
- DA R014-Label the major anatomical landmarks in the oral cavity
- DA R014-Examine and record the findings of gingival tissue
- DA R015-Differentiate between a partial and a denture
- DA R015-Discuss the indications for dental implants
- DA R015-List the type of endodontic procedures

Entrance Skills

Students must possess basic knowledge of chemistry to be able to relate it to the use of dental materials

Prerequisite Course Objectives

- DA R012-List the various restorative materials used in dentistry
- DA R012-Describe the physical, electrical and mechanical properties of materials used in dentistry
- DA R012-Identify the effects of the oral environment may have on dental materials as well as the effect dental material may have on the oral environment
- DA R012-List the various types of materials used for esthetic dental restorations
- DA R012-Explain and know the finishing, polishing and cleansing materials used in dentistry
- DA R012-Describe the noble metals used for restorative materials, prosthetics appliances and crown and bridge fabrication
- DA R013-Pronounce, define, and spell the key terms
- DA R015-List indications and contraindications for a fixed prosthesis
- DA R015-Describe the differences among full crowns, inlays, onlays and veneers
- DA R015-Identify the components of a fixed bridge
- DA R015-Describe the use of porcelain for fixed Prosthodontics
- DA R015-Discuss the use of core-build-up pins, and post in crown retention
- DA R015-Describe the types of provisional coverage

Entrance Skills

Communication is a skill needed for presenting home care instructions and delivering oral hygiene instructions to patients.

Prerequisite Course Objectives

- DA R010-Describe information on a standard medical history and how medical conditions and patient's medications alter or compromise dental treatment
- DA R012-Describe the role that preventative dental materials play in preventing oral disease
- DA R013-Pronounce, define, and spell the key terms
- DA R013-Explain the difference between regulations and recommendations
- DA R013-Identify four professional sources for dental information
- DA R014-Apply the procedures of taking and recording vital signs and the ability to list normal limits
- DA R014-Apply the dental assistant role in diagnosis, data collection, and treatment planning
- DA R014-Apply and record the dentition of primary dentition and permanent dentition
- DA R015-Discuss the indications for dental implants
- DA R015-Describe the selection of patients to receive dental implants

Entrance Skills

Students need an appreciation of diverse patient populations so they will be better able to incorporate cultural competence into their practice.

Prerequisite Course Objectives

- DA R010-Describe information on a standard medical history and how medical conditions and patient's medications alter or compromise dental treatment
- DA R013-Pronounce, define, and spell the key terms
- DA R014-Apply and record the dental assistants role in diagnosis, data gathering and treatment
- DA R014-Apply the dental assistant role in diagnosis, data collection, and treatment planning

Entrance Skills

Students must possess proper command of the English language in order to properly document and perform front office responsibilities

Prerequisite Course Objectives

- DA R010-Describe information on a standard medical history and how medical conditions and patient's medications alter or compromise dental treatment

DA R010-Discuss and demonstrate the assistants role in diagnosis, data gathering and treatment
 DA R010-List the OSHA regulations
 DA R010-List the assistant role in diagnosis, data collection, and treatment planning
 DA R010-List and describe the overview of dentition
 DA R013-Pronounce, define, and spell the key terms
 DA R014-Apply information on a standard medical history and how medical conditions and patient’s medications alter or compromise dental treatment
 DA R014-Apply the dental assistant role in diagnosis, data collection, and treatment planning

Requisite Justification

Requisite Type

Advisory

Requisite

High School Diploma or GED

Requisite Description

Credit program requisite (credit only)

Level of Scrutiny/Justification

Content review

Requisite Type

Advisory

Requisite

ENGL R101 or ENGL R0101H

Requisite Description

Course not in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DA R010

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DA R011

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DA R012

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DA R013

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DA R014

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Prerequisite

Requisite

DA R015

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DA R020

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DA R022

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DA R023

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DA R024

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Requisite Type

Corequisite

Requisite

DA R025

Requisite Description

Course in a sequence

Level of Scrutiny/Justification

Content review

Student Learning Outcomes (CSLOs)

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

- | | |
|---|---|
| 1 | Write a resume and conduct mock interview for employment in the dental industry |
| 2 | Properly explain the fundamentals of office practice management |

Course Objectives

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

- | | |
|----|--|
| 1 | Successfully interact in a mock dental office situation, with patients in person-to-person contacts and when generating 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 | Correctly operate an accurate filing system |
| 6 | Define 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 | Perform a mock job interview |
| 10 | Describe the role of the office manager/business assistant in the dental office |
| 11 | List the steps in managing an inventory system in a dental office |
| 12 | Describe an operating procedure manual |
| 13 | Demonstrate the use of a computer application in the dental office |

Course Content**Lecture/Course Content**

1. Communication Pathways
 - a. Verbal
 - b. Nonverbal
 - c. Listening skills
2. Communicating with Patients
 - a. Patient needs
 - b. Meeting
3. Cultural diversity
4. Phone Skills
 - a. Courtesy
 - b. Incoming calls
 - c. Placing a caller on hold
 - d. Callers wanting to speak to the dentist
5. Business Operating System
 - a. Health insurance portability and accountability act of 1996
 - b. Computer application in the dental office
 - c. Recordkeeping
 - d. Guideline to efficient filing
 - e. Appointment scheduling
 - f. Preventive recall programs
 - g. Inventory management
 - h. Equipment repairs
6. Financial Management in the Dental Office
 - a. Accounting
 - b. Preventive account management
 - c. Accounts receivables
 - d. Collections
 - e. Accounts payable management
 - f. Writing checks
 - g. Payroll
 - h. Dental insurance
 - i. Patient educations
7. Marketing techniques in Dentistry

- a. Goals of practice marketing
 - b. Logistics of marketing
 - c. Types of practice marketing
8. Employment
- a. Opportunities
 - b. The resume
 - c. The interview
 - d. Follow-up

Laboratory or Activity Content

1. Students will role play for greeting, seating and dismissing patients.
2. Students will practice communication skills with patients of a variety of cultural, age, ethnic, religious and gender identity backgrounds.
3. Students will demonstrate proper phone skills in answering phone calls as well as placing calls on hold.
4. Students will set up a proper filing system and demonstrate proficiency in filing and pulling patient charts.
5. Students will demonstrate proper scheduling techniques and the ability to implement a proper recall system.
6. Students will be able to design and implement a proper system for inventory control, ordering and storing of supplies.
7. Students will be able to show proper handling of financial arrangements including collections and insurance billing.
8. Students will show proper knowledge and management of payroll, accounts receivable, and accounts payable.
9. Students will practice formulating a marketing plan.
10. Students will write personalized and current resume
11. Students will role play interview scenarios.

Methods of Evaluation

Which of these methods will students use to demonstrate proficiency in the subject matter of this course? (Check all that apply):

Skills demonstrations
Written expression

Methods of Evaluation may include, but are not limited to, the following typical classroom assessment techniques/required assignments (check as many as are deemed appropriate):

Essays
Projects
Problem-Solving Assignments

Instructional Methodology

Specify the methods of instruction that may be employed in this course

Audio-visual presentations
Collaborative group work
Class activities
Class discussions
Distance Education
Group discussions
Guest speakers
Lecture
Role-playing
Small group activities

Describe specific examples of the methods the instructor will use:

- 1) **Audio Visual Presentations:** Instructor utilizes multimedia presentations to demonstrate the course topics, specifically to highlight safety and accident prevention.
- 2) **Class Activities:** Students will demonstrate understand and competency of the material by numerous practice activities, to include projects and activities typically done by practice management professionals.
- 3) **Class Discussions:** The instructor will encourage participation and learning by facilitating discussions of the course content.
- 4) **Clinical Demonstrations:** Faculty will demonstrate the proper use of instruments, equipment, safety protocols and correct clinical procedures of dental radiography through the use of mannequins and typodonts.
- 5) **Collaborative group work:** Instructional faculty will encourage learning by assignments in lab which will foster the cooperation and practice of front office skills, simulating dental practice management.

- 6) **Distance Education:** Instructors will have the ability to provide the didactic portion of the course through Distance Education. They will utilize lecturing with Powerpoint slides, A/V presentations and encouraging discussions among the students via the online method.
- 7) **Group Discussions:** Instructors will be able to reinforce learning objectives and material by encouraging discussions of the course content. These discussions will encourage knowledge of the subject material but also incorporate other aspects of the course learned in concurrent classes.
- 8) **Guest Speakers:** Whenever possible, guest speakers will be invited to share their unique and expert perspective on topics germane to the course, encouraging dialogue and discussion in the class..
- 9) **Lectures:** The class employs traditional lectures with Powerpoint presentations to present the material, in addition to supplemental lecture material provided through the online portal.
- 10) **Role Playing:** Students will under the supervision of an instructor role play scenarios common to a dental practice management environment. The instructor will present scenarios which will encourage critical thinking of the student and utilization of skills gained throughout the program.
- 11) **Small Group Activities:** Will help emphasize the material in a manner which encourages interaction with classmates and stimulates real world activities.

Representative Course Assignments

Writing Assignments

1. Students may have written take-home exams with questions like, "How should one develop a patient recall system?"

Reading Assignments

1. A minimum of 2 hours of reading outside of regular class time doing independent study
 - a. Doni L. Bird, *Modern Dental Assisting*
 - i. Communication in the dental office
 - ii. Business operating systems
 - iii. Financial management in the dental office

Other assignments (if applicable)

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Outside Assignments

District General Education

A. Natural Sciences

B. Social and Behavioral Sciences

C. Humanities

D. Language and Rationality

E. Health and Physical Education/Kinesiology

F. Ethnic Studies/Gender Studies

CSU GE-Breadth

Area A: English Language Communication and Critical Thinking

Area B: Scientific Inquiry and Quantitative Reasoning

Area C: Arts and Humanities

Area D: Social Sciences

Area E: Lifelong Learning and Self-Development

Area F: Ethnic Studies

CSU Graduation Requirement in U.S. History, Constitution and American Ideals:

IGETC

Area 1: English Communication

Area 2A: Mathematical Concepts & Quantitative Reasoning

Area 3: Arts and Humanities

Area 4: Social and Behavioral Sciences

Area 5: Physical and Biological Sciences

Area 6: Languages Other than English (LOTE)

Textbooks and Lab Manuals

Resource Type

Textbook

Description

Bird, Doni L. (2020). *Modern Dental Assisting* (13th). St. Louis, Missouri Elsevier Saunders.

Resource Type

Other Resource Type

Description

Computer software of dental practice management program.

Distance Education Addendum

Definitions

Distance Education Modalities

Hybrid (51%–99% online)

Faculty Certifications

Faculty assigned to teach Hybrid or Fully Online sections of this course will receive training in how to satisfy the Federal and state regulations governing regular effective/substantive contact for distance education. The training will include common elements in the district-supported learning management system (LMS), online teaching methods, regular effective/substantive contact, and best practices.

Yes

Faculty assigned to teach Hybrid or Fully Online sections of this course will meet with the EAC Alternate Media Specialist to ensure that the course content meets the required Federal and state accessibility standards for access by students with disabilities. Common areas for discussion include accessibility of PDF files, images, captioning of videos, Power Point presentations, math and scientific notation, and ensuring the use of style mark-up in Word documents.

Yes

Regular Effective/Substantive Contact

Hybrid (51%–99% online) Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Video Conferencing	Didactic instruction will include lectures with Powerpoint presentations. Supplemental lecture material will be provided via the online portal. Students will receive online exercises and quizzes through the online portal

Examinations

Hybrid (51%–99% online) Modality

Online

Primary Minimum Qualification

DENTAL TECHNOLOGY

Additional local certifications required

Dental assisting faculty must have background in and current knowledge of dental assisting, the specific subjects they are teaching and educational theory and methodology e.g., curriculum development, educational psychology, test construction, measurement and evaluation. Faculty providing didactic instruction must have earned at least a baccalaureate degree or be currently enrolled in a baccalaureate degree program. Laboratory, preclinical and clinical faculty must be a Dental Assisting National Board "Certified Dental Assistant" or a California Registered Dental Assistant. Dentists are exempt from this requirement.

Review and Approval Dates

Department Chair

05/06/2020

Dean

05/06/2020

Technical Review

05/13/2020

Curriculum Committee

05/13/2020

Curriculum Committee

11/25/2020

CCCCO

MM/DD/YYYY

Control Number

CCC000459305

DOE/accreditation approval date

MM/DD/YYYY