1. **COURSE ID:** DENT 703  
   **TITLE:** Allied Health Communication  
   **Units:** 1.0 units  
   **Hours/Semester:** 16.0-18.0 Lecture hours  
   **Method of Grading:** Letter Grade Only

2. **COURSE DESIGNATION:**  
   **Degree Credit**  
   **Transfer credit:** none

3. **COURSE DESCRIPTIONS:**  
   **Catalog Description:**  
   (Formerly DENT 735) This course prepares the dental assisting student for a career in an allied health profession by providing the necessary skills to work and communicate effectively with patients, dental team members, and other health professionals.

4. **STUDENT LEARNING OUTCOME(S) (SLO'S):**  
   Upon successful completion of this course, a student will meet the following outcomes:  
   1. Identify & utilize verbal & non-verbal communication skills.  
   2. Demonstrate ability to utilize active listening with patient.  
   3. Demonstrate ability to communicate as a team member.  
   4. Demonstrate ability to work in a culturally diverse environment.

5. **SPECIFIC INSTRUCTIONAL OBJECTIVES:**  
   Upon successful completion of this course, a student will be able to:  
   1. Identify & utilize verbal & non-verbal communication skills.  
   2. Demonstrate ability to utilize active listening with patient.  
   3. Demonstrate ability to communicate as a team member.  
   4. Demonstrate ability to work in a culturally diverse environment.

6. **COURSE CONTENT:**  
   **Lecture Content:**  
   1. Communication pathways.  
   2. Communicating with patients.  
   3. Communicating with co-workers.  
   4. Working out differences.  
   5. Working in a cultural diverse environment.  
   6. Handling the most difficult/sensitive situations.  
   7. Characteristics of a good healthcare professional.

7. **REPRESENTATIVE METHODS OF INSTRUCTION:**  
   Typical methods of instruction may include:  
   A. Lecture  
   B. Other (Specify): Role playing, group skits depicting real world situations and how to handle and resolve them, videos, worksheets, and homework and reading assignments.

8. **REPRESENTATIVE ASSIGNMENTS**  
   Representative assignments in this course may include, but are not limited to the following:  
   **Writing Assignments:**  
   Students will do worksheet assignments  
   **Reading Assignments:**  
   Student will be assigned reading assignments, worksheets, group activities, role playing depicting real world situations.

9. **REPRESENTATIVE METHODS OF EVALUATION**  
   Representative methods of evaluation may include:  
   A. Class Participation  
   B. Exams/Tests
C. Quizzes
D. group work in role playing and skit assignments, completion of worksheets and homework assignments, class discussions, and final examination

10. **REPRESENTATIVE TEXT(S):**
   Possible textbooks include:

   **Origination Date:** December 2014
   **Curriculum Committee Approval Date:** January 2016
   **Effective Term:** Fall 2016
   **Course Originator:** Beth LaRochelle