

College of San Mateo
Official Course Outline

1. **COURSE ID:** DENT 703 **TITLE:** Allied Health Communication
Units: 1.0 units **Hours/Semester:** 16.0-18.0 Lecture hours; and 32.0-36.0 Homework hours
Method of Grading: Letter Grade Only
2. **COURSE DESIGNATION:**
Degree Credit
Transfer credit: none
3. **COURSE DESCRIPTIONS:**
Catalog Description:
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. (Fall only.)
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.
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.
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. Homework
 - D. Quizzes

- E. Written examination
- F. 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:

- A. Nguyen, Jaime MD, MPH, MS,. *Readiness for Health Professionals*,, 3th ed. Elsevier, 2021
- B. Bird, D. and Robinson, D.. *Modern Dental Assisting Textbook and Workbook*, 13th ed. Elsevier, 2021

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Course Originator: Beth LaRochelle