

# College of San Mateo Course Outline

- New Course
- Update/No change
- Course Revision (Minor)
- Course Revision (Major)

Date: March 2009

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**Department:** DENT                      **Number:** 716  
**Course Title:** Dental Office Procedures                      **Units:** 2.5  
**Total Semester Hours:**    **Lecture:** 32        **Lab:** 32        **Homework:** 56        **By Arrangement:** 0

**Length of Course**

- Semester-long
- Short course (Number of weeks \_\_\_\_)
- Open entry/Open exit

**Grading**

- Letter
- Pass/No Pass
- Grade Option (letter or Pass/No Pass)

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1.     **Prerequisite** (Attach Enrollment Limitation Validation Form.)

None

2.     **Corequisite** (Attach Enrollment Limitation Validation Form.)

None

3.     **Recommended Preparation** (Attach Enrollment Validation Form.)

None

4.     **Catalog Description** (Include prerequisites/corequisites/recommended preparation.)

Minimum of thirty-two lecture and thirty-two lab hours per term. This course covers all aspects of dental office management and uses Dentrix G-4 Dental software. Topics covered include clinical and periodontal charting, treatment planning, posting charges and payments, submitting insurance claims, producing daily and monthly reports, telephone and written communications, dental jurisprudence, and California law and ethics. This course is open to both part time and full time dental assisting students. A materials fee as shown in the schedule of classes is payable upon registration. (This course is offered in Fall and Summer.) (AA)

5.     **Class Schedule Description** (Include prerequisites/corequisites/recommended preparation.)

This course covers all aspects of dental office management and uses Dentrix G-4 Dental software. Topics covered include: clinical and periodontal charting, treatment planning, posting charges and payments, submitting insurance claims, producing daily and monthly reports, telephone and written communications, dental jurisprudence, and California law and ethics. This course is open to both part time and full time dental assisting students. A materials fee of \$\_\_\_\_ is payable upon registration. (This course is offered in Fall and Summer.)

6.     **Student Learning Outcomes** (Identify 1-6 expected learner outcomes using active verbs.)

Upon successful completion of the course, the student will be able to:

1. Schedule patients for anticipated procedures legibly on a paper and using a computerized appointment book.
2. Demonstrate an understanding of four legal and ethical issues in the dental business office.
3. Use the computer to properly chart perio pockets, existing conditions, diagnosed treatment for a patient.
4. Calculate the co-payment for a patient's treatment plan with the stated dental insurance benefits.
5. Demonstrate proper posting of charges, payments, and adjustments to a patient's ledger.
6. Demonstrate billing of dental charges to an insurance company using an attending dentist's statement
7. **Course Objectives** (Identify specific teaching objectives detailing course content and activities. *For some courses, the course objectives will be the same as the student learning outcomes. If this is the case, please simply indicate this in this section).*

Same as SLO's

8. **Course Content** (Brief but complete topical outline of the course that includes major subject areas [1-2 pages]. Should reflect all course objectives listed above. In addition, you may attach a sample course syllabus with a timeline.)
  - I. Business Team Management and Communication
    - a. verbal communication
    - b. non-verbal communication
    - c. communication pathways
      1. dental phobic patient
    - d. cultural diversity
    - e. dental team
    - f. effective team management
  - II. Marketing of a Dental Practice
    - a. internal marketing
    - b. external marketing
  - III. Inventory Management
    - a. managing supply inventory
    - b. storage of business records
  - IV. Clinical Record Keeping
    - a. charting existing conditions
    - b. periodontal record keeping
    - c. patient treatment plans
    - d. posting charges, payment, and adjustments on patient ledger
    - e. health history/patient information sheets

- f. prescriptions
  - g. radiographs
  - h. consent forms
    - i. referral letters
    - j. privacy notice
  - k. dental materials fact sheet
  - l. HIPAA
  - m. record transferring
- V. Recall/Continuing Care
- a. advanced appointment recall system
  - b. mail recall system
  - c. telephone recall system
  - d. continuing care report generation
- VI. Appointment Scheduling
- a. production scheduling
  - b. dove tailing
  - c. buffer time
  - d. prime time
  - e. emergency appointments
  - f. telephone etiquette for establishing appointments
  - g. broken appointments
  - h. drop-in appointments
  - i. traditional vs. electronic appointment book
- VII. Accounts Receivables and Accounts payable
- a. patients ledger
  - b. patient statement
  - c. charges, payments, and adjustments
  - d. accounts receivables collections procedures
  - e. collection phone calls and letters
  - f. collection agencies
  - g. credit bureau/credit report
  - h. accounts receivables aging reports - monthly and yearly
  - i. overhead/accounts payable
  - j. expendable, non-expendable and capital items
- VIII. Dental Insurance
- a. UCR fees
  - b. schedule of benefits
  - c. PPO's
  - d. DMO's/Capitation Programs
  - e. fee schedules
  - f. determining insurance eligibility
  - g. determining dental benefits
    - 1. maximum
    - 2. deductible
    - 3. preventive, basic, major percentages
    - 4. plan limitations
    - 5. missing tooth clause
    - 6. preexisting conditions
  - h. dual coverage
    - 1. birthday rule
    - 2. primary and secondary carriers

- 3. coordination of benefits
- 4. standard coordination of benefits vs. non-duplication of benefits
- i. dental procedure codes
- j. dental claim forms
  - 1. paper claim vs. electronic claim
  - 2. release of information
  - 3. assignment of benefits
  - 4. signature on file
- k. HIPAA and electronic transactions
- l. payments from insurance carriers
- m. handling overpayments
- n. insurance fraud
- o. mathematical calculation of estimated patient portion

IX. Legal and Ethical Issues in the Dnetla Business Office

- a. definition of law
- b. crimes and torts
- c. dental practice act
- d. professional standards
- e. code of ethics
- f. consent
- g. managed care
- h. abandonment
- i. fraud
- j. defamation of character
- k. negligence
- l. invasion of privacy
- m. good samaritan law
- n. Americans with Disabilities Act

X. Computer Applications and Skills

- a. Dentrix G-4 computer exercises with all of the above subjects

9. **Representative Instructional Methods** (Describe instructor-initiated teaching strategies that will assist students in meeting course objectives. Include examples of out-of-class assignments, required reading and writing assignments, and methods for teaching critical thinking skills.) **If hours by arrangement are required by this course, indicate the additional instructional activity which will be provided during this time.**

Instructor will utilize a variety of instructional methods including lectures, worksheets that compliment the lectures, computer demonstrations, and handouts.

10. **Representative Methods of Evaluation** (Describe measurement of student progress toward course objectives. Courses with required writing component and/or problem-solving emphasis must reflect critical thinking component. If skills class, then applied skills.)

Students will be evaluated based on completion of and scoring on written quizzes, participation in lecture and lab sessions, completion of and scoring on computer lab assignments, tests, and final examination.

11. **Representative Text Materials** (With few exceptions, texts need to be current. Include publication dates.)

Practice Management for the Dental Team. 6<sup>th</sup> Edition. Betty and Charles Finkbeiner.  
Mosby/Elsevier. 2007. Course Textbook.

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Submission Date: \_\_\_\_\_