

College of San Mateo Course Outline

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

Date: March 2009

Department: DENT

Number: 735

Course Title: Communication in Allied Health Professions Units: 1.0

Total Semester Hours: Lecture: 16 Lab: 0 Homework: 32 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)

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

None

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

None

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

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

Minimum of sixteen lecture hours per term. 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. (AA)

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

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.

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. 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.
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.)
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.
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 the following instructional methods: lectures, role playing, group skits depicting real world situations and how to handle and resolve them, videos, worksheets, and homework and reading assignments.
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 quizzes, group work in role playing and skit assignments, completion of worksheets and homework assignments, participation in class and class discussions, and final examination.
11. **Representative Text Materials** (With few exceptions, texts need to be current. Include publication dates.)

Modern Dental Assisting 9th Edition by Torres and Ehrlich, Doni L. Bird, Debbie S. Robinson.
Textbook (2009)

Modern Dental Assisting 9th Edition by Torres and Ehrlich, Doni L. Bird, Debbie S. Robinson.
Workbook (2009)

The Health Professional and Patient Interaction 7th Edition by Purtilo, Ruth and Haddad, Amy;
Saunders/Elsevier (2007)

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Submission Date: _____