

College of San Mateo
Official Course Outline

1. **COURSE ID:** DENT 770 **TITLE:** Dental Office Procedures **C-ID:** DENA 100X
Units: 2.5 units **Hours/Semester:** 32.0-36.0 Lecture hours; 24.0-27.0 Lab hours; and 64.0-72.0 Homework hours
Method of Grading: Letter Grade Only
Prerequisite: Acceptance to the Dental Assisting Program

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

3. **COURSE DESCRIPTIONS:**
Catalog Description:
This course covers all aspects of dental office management and uses Dentrix G-4 and a variety of Dental software. (Spring only.)

4. **STUDENT LEARNING OUTCOME(S) (SLO'S):**
Upon successful completion of this course, a student will meet the following outcomes:
 1. Demonstrate an understanding of legal and ethical issues in the dental business office.
 2. Use the computer to properly chart perio pockets, existing conditions, and diagnosed treatment for a patient.
 3. Demonstrate billing of dental charges to an insurance company using an attending dentist's statement.

5. **SPECIFIC INSTRUCTIONAL OBJECTIVES:**
Upon successful completion of this course, a student will be able to:
 1. Demonstrate an understanding of legal and ethical issues in the dental business office.
 2. Use the computer to properly chart perio pockets, existing conditions, and diagnosed treatment for a patient.
 3. Demonstrate billing of dental charges to an insurance company using an attending dentist's statement.

6. **COURSE CONTENT:**
Lecture Content:
 1. Business Team Management and Communication
 - A. Verbal communication
 - B. Non-verbal communication
 - C. Communication pathways
 - a. Dental phobic patient
 - D. Cultural diversity
 - E. Dental team
 - F. Effective team management
 2. Marketing of a Dental Practice
 - A. Internal marketing
 - B. External marketing
 3. Inventory Management
 - A. Managing supply inventory
 - B. Storage of business records
 4. 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. HIPM

- M. Record transferring
- 5. Recall/Continuing Care
 - A. Advanced appointment recall system
 - B. Mail recall system
 - C. Telephone recall system
 - D. Continuing care report generation
- 6. 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
- 7. Accounts Receivables and Accounts payable
 - A. Patient 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
- 8. 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
 - a. Maximum
 - b. Deductible
 - c. Preventive, basic, major percentages
 - d. Plan limitations
 - e. Missing tooth clause
 - f. Preexisting conditions
 - H. Dual coverage
 - a. Birthday rule
 - b. Primary and secondary carriers
 - c. Coordination of benefits
 - d. Standard coordination of benefits vs. non-duplication of benefits
 - I. Dental procedure codes
 - J. Dental claim forms
 - a. Paper claim vs. electronic claim
 - b. Release of information
 - c. Assignment of benefits
 - d. Signature on file
 - K. HIPM and electronic transactions
 - L. Payments from insurance carriers
 - M. Handling overpayments
 - N. Insurance fraud
 - O. Mathematical calculation of estimated patient portion
- 9. Legal and Ethical Issues in the Dental 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

10. Computer Applications and Skills

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

Lab Content:

1. Dentrix G-4 computer exercises with all of the below subjects/topics
 - A. Inventory Management
 - B. Clinical Record Keeping
 - C. Recall/Continuing Care
 - D. Appointment Scheduling
 - E. Accounts Receivables and Accounts payable
 - F. Dental Insurance
 - G. Computer Applications and Skills

7. REPRESENTATIVE METHODS OF INSTRUCTION:

Typical methods of instruction may include:

- A. Lecture
- B. Lab
- C. Other (Specify): Instructor will utilize a variety of instructional methods including lectures, worksheets that complement the lectures, computer demonstrations, and handouts.

8. REPRESENTATIVE ASSIGNMENTS

Representative assignments in this course may include, but are not limited to the following:

Writing Assignments:

Inventory records management and Clinical record keeping

Reading Assignments:

Reading assignments from the textbook and workbook (9-15) pages per week.

Other Outside Assignments:

Computer lab assignments including but not limited to, creating daily sheets, schedules for the day, ledgers, and balance sheets along with information for insurance billing.

9. REPRESENTATIVE METHODS OF EVALUATION

Representative methods of evaluation may include:

- A. Class Participation
- B. Exams/Tests
- C. Lab Activities
- D. Quizzes
- E. Written examination
- F. Participation and attendance in lecture and lab sessions/discussions, completion of and scoring on computer lab assignments, and final examination. Assessments using rubrics, and/or other methods of evaluation.

10. REPRESENTATIVE TEXT(S):

Possible textbooks include:

- A. Finkbeiner, Betty and Charles. *Practice Management for the Dental Team*, 7th ed. Mosby/Elsevier, 2011

Origination Date: November 2021

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Effective Term: Fall 2022

Course Originator: Beth LaRochelle

