

D A 60A: DENTAL OFFICE BUSINESS PRACTICES I

Foothill College Course Outline of Record

Heading	Value
Effective Term:	Summer 2021
Units:	2
Hours:	2 lecture per week (24 total per quarter)
Degree & Credit Status:	Degree-Applicable Credit Course
Foothill GE:	Non-GE
Transferable:	CSU
Grade Type:	Letter Grade Only
Repeatability:	Not Repeatable

Student Learning Outcomes

- Students will be able to answer the office phone in an appropriate manner.
- The student must determine which patient information records will require HIPAA compliance.

Description

Introduction to appointment management, telephone techniques, communication and patient management, dental and office records management; written correspondence, treatment plan and case presentation; accounts receivable. Intended for students in the Dental Assisting Program; enrollment is limited to students accepted in the program.

Course Objectives

The student will be able to:

A. Dental Assisting Theory and Practice

1. understand basic business procedures for the daily operation of a dental practice.
2. create and manage patient records, including health history, case evaluation, treatment plan, radiographs, and record of services on a simulated actual file.
3. schedule and manage patient appointments.
4. describe or produce an acceptable dental recall system.
5. prepare, review and/or write various types of professional correspondence.
6. describe the basic concepts for oral communication.
7. record financial transactions involving accounts receivable.

B. Infection and Hazard Waste Management

1. understand the role of infection control as it relates to the business office.

C. Ethical and Legal Principles

1. discuss risk management issues concerning documentation in the patient chart.
2. describe basic aspects of Health Insurance Portability and Accountability Act (HIPAA).
3. describe appropriate archival, transfer, and disposal of confidential documents.

Course Content

Dental Assisting Theory and Practice

A. Understand basic business procedures for the daily operation of a dental practice.

1. Overall duties.
2. Daily operations of a dental business office assistant.
3. Role play telephone techniques, patient management, and communication.

B. Create and manage patient records, including health history, case evaluation, treatment plan, radiographs, and record of services on a simulated actual file.

1. Contents of patient record.
2. Filing methods.
3. Documentation in the patient record.
4. Patient referral.

C. Schedule and manage patient appointments.

1. Appropriate and acceptable methods of scheduling.
2. Strategies to matrix the appointment book.
3. Prepare a daily schedule of appointments.
4. Efficient utilization of time and facilities when given a list of planned dental procedures.

D. Describe or produce an acceptable dental recall system.

1. Different types of recall intervals and manual and electronic systems.
2. Determine the recall schedule and make an appointment for the patient.

E. Prepare, review and/or write various types of professional correspondence.

1. Letter writing.
2. Thank you cards.
3. Referral slips.
4. Manage incoming mail.

F. Describe the basic concepts for oral communication.

1. Techniques for managing dental support personnel in a complex environment.
2. Techniques for patient relations in dealing with compliant and non-compliant dental patients.
3. Emergency situations.
4. Record financial transactions involving accounts receivable.
1. Types of financial transactions.
2. Posting of financial transactions in patient account history.
3. Managing and balancing daily transactions/journal.

Infection and Hazard Waste Management

A. Understand the role of infection control as it relates to the business office.

1. Cross contamination of patient charts and administrative area.
2. Regulatory agency compliance.

Ethical and Legal Principles

A. Discuss risk management issues concerning documentation in the patient chart.

1. Informed consent.
2. Patient confidentiality.
3. Patient dismissal.
4. Abandonment.
5. Contributory neglect.

B. Describe basic aspects of Health Insurance Portability and Accountability Act (HIPAA).

1. Discuss requirements and protocol to obtain Health Insurance Portability and Accountability Act (HIPAA) compliance.
- C. Describe appropriate archival, transfer, and disposal of confidential documents.
1. In-office procedures.

2. Business to business procedures.
3. Storage and archival of confidential documents.
4. Disposal of confidential records.

Lab Content

Not applicable.

Special Facilities and/or Equipment

When taught via Foothill Global Access, on-going access to computer with email software and hardware; email address.

Method(s) of Evaluation

Methods of Evaluation may include but are not limited to the following:

Quizzes
Final examination
Role play
Assignments

Method(s) of Instruction

Methods of Instruction may include but are not limited to the following:

Lecture
Discussion
Oral presentations
Demonstration
Role play

Representative Text(s) and Other Materials

Bird, DL, and DS Robinson. Modern Dental Assisting, 12th ed.. 2018.

Bird, DL, and DS Robinson. Student Workbook to Accompany Modern Dental Assisting, 12th ed.. 2018.

Types and/or Examples of Required Reading, Writing, and Outside of Class Assignments

- A. Read two chapters in the text book.
- B. Read two ADAA journal articles and write a summary of the articles.
- C. Prepare and write various types of professional correspondence in the form of letter writing, thank you notes, referral letters, email confirmation, etc., with regards to risk management and informed consent.

Discipline(s)

Dental Technology