

D A 60B: DENTAL OFFICE BUSINESS PRACTICES II

Foothill College Course Outline of Record

Heading	Value
Effective Term:	Summer 2021
Units:	3
Hours:	3 lecture, 1 laboratory per week (48 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

- The student must construct computerized dental records utilizing a dental software program.
- The student will compose a professional resume and cover letter.
- Interviewing Students will preform interviews with real mentors that are working dental professionals. Mentors will provide feedback and offer suggestions to assist the dental assisting student in an actual interviewing situation.

Description

Introduction to purchasing, inventory and cost control; banking, payroll and tax procedures; resume writing and interviewing techniques. Includes billing procedures, collection of accounts, treatment plans and case presentations, dental insurance procedures. Instruction in both manual and computer applications. 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:

- Dental Assisting Theory and Practice
 - prepare insurance forms.
 - process collection procedures.
 - prepare and present financial documents.
 - identify and manage inventory control.
 - prepare and manage business records for accounts payable.
 - use computer dental software applications and prepare electronic documents.
 - compare and evaluate payroll information.
 - prepare for entering the workforce.
 - identify employment opportunities.
 - practice interview techniques.
 - engage in salary negotiations.
- Infection Control and Hazardous Waste Management
 - understand the role of infection control as it relates to the business office.
- Ethical and Legal Principles
 - comply with HIPAA requirements and prepare electronic documentation.
- Dental Assisting Program Competencies

- Dental Assisting Theory and Practice: dental assisting students must be competent in applying the theory and practice of dental assisting for persons of all ages and abilities.
- Infection Control and Hazardous Waste Management: dental assistants must possess the knowledge and abilities to prevent the transmission of infectious diseases.
- Ethical and Legal Principles: dental assisting students must be competent in understanding ethical/legal principles as applied to the dental office.

Course Content

Dental Assisting Theory and Practice

- Prepare insurance forms.
 - Obtain patient insurance information.
 - Given a list of completed dental services, record these services.
 - Record fees.
 - Submit electronic and manual insurance forms.
 - Follow-up on claim form.
- Collection procedures.
 - Prepare monthly statements.
 - Compose a collection letter.
 - Describe or simulate telephone collection methods.
 - Describe procedures involved in delinquent account referral to a collection agency.
- Prepare and present financial documents.
 - Given a simulated treatment plan and patient situation.
 - Compute and calculate dental benefits.
 - Prepare a case presentation.
 - Present treatment documentation.
 - Finalize payment plan.
- Identify and manage inventory control.
 - Describe a procedure for designing and maintaining a supply inventory list.
 - Prepare purchase orders and describe methods for maintaining an adequate supply inventory.
- Prepare and manage the following business records for accounts payable.
 - Bank deposit forms.
 - Check book.
 - Monthly statements.
 - Payroll forms.
- Use computer dental software applications and prepare electronic documents.
 - Appointment scheduling.
 - Accounts receivable.
 - Records management.
 - Treatment planning and dental charting.
 - Insurance billing.
 - Accounts payable.
- Compare and evaluate payroll information.
 - Calculate payroll and payroll taxes and discuss their usage.
 - Employer/employee contributions.
 - Complete associated forms and reports.
- Preparation for entering the workforce.
 - Resumes.
 - Cover letters.
 - Reference sheets.
 - Interview follow-up letter.
- Identifying employment opportunities.
 - Locate employment opportunities in newspapers, school ads, internship references, employment agencies.

2. Practice interview appointment phone calls.

J. Practice interview techniques.

1. Mock interview.

2. Professional attire.

3. Formulate interview questions.

K. Salary negotiations.

1. List personal budget requirements.

2. Benefit package.

3. Mock negotiations.

4. Local and state salary averages.

Infection Control and Hazardous Waste Management

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

1. Review cross contamination of patient charts and administrative area.

2. Review regulatory agency compliance.

Ethical and Legal Principles

A. HIPAA compliance and electronic documentation.

1. Electronic submissions.

2. Confidentiality of computer records on office computers.

D. Prepare a practice/mock purchasing and inventory control system.

Discipline(s)

Dental Technology

Lab Content

A. Students work in groups to prepare and complete various written and presentation projects.

B. Work independently on self-paced dental computer software program.

Special Facilities and/or Equipment

A. Classroom with multimedia equipment and tables for lab work.

B. Dental practice management software.

Method(s) of Evaluation

Quizzes

Final examination

Assignments

Computer projects

Method(s) of Instruction

Lecture

Discussion

Cooperative learning exercises

Oral presentations

Laboratory

Demonstration

Work individually on computers

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 and course manual.

B. Read three chapters in reference texts on dental business procedures.

C. Learn how to prepare and write a cover letter and resume and learn skills to prepare for job search and interviewing.