INSTRUCTIONAL PACKAGE

DAT122

Dental Office Management

Effective Term
AY 2020/2021
Spring 2021

INSTRUCTIONAL PACKAGE

Part I: Course Information

Effective Term: <u>Spring 2021</u>

COURSE PREFIX: DAT 122   COURSE TITLE: Dental Office Management

CONTACT HOURS: 4   CREDIT HOURS: 2

RATIONALE FOR THE COURSE:

This course introduces basic office functions relating to the business aspect of the dental office.

Upon completion of this course, the Expanded Duty Dental Assistant will gain knowledge of:

1) Dentistry as a Business

2) Communication Management

3) Business Office Systems

4) The Dental Assistant and the Workplace

COURSE DESCRIPTION:

This course provides a study of the business aspect of a dental office.

PREREQUISITES/CO-REQUISITES:

PREREQUISITES:
DAT 113 Dental Materials
DAT 118 Dental Morphology
DAT 127 Dental Radiology
DAT 154 Clinical Procedures I
DAT 174 Office Rotations

CO-REQUISITES:
DAT 115 Ethics Professionalism
DAT 121 Dental Health Education
DAT 122 Dental Office Management
DAT 123 Oral Medicine/Oral Biology
DAT 183 Specialty Functions

***Online/Hybrid** courses require students to complete the DLi Online Student Orientation prior to completing an online course. The DLi Online Student Orientation can be found in WaveNet, under the

My Student tab.

REQUIRED MATERIALS:

Please visit the [BOOKSTORE](#) online site for most current textbook information. Use the direct link below to find textbooks.

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

TECHNICAL REQUIREMENTS:

Access to Desire2Learn (D2L), HGTC's student portal for course materials.
WaveNet and D2L email access.

STUDENT IDENTIFICATION VERIFICATION:

Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

CLASSROOM ETIQUETTE:

As a matter of courtesy to other students and your professor, please turn off cell phones and other communication/entertainment devices before class begins. If you are monitoring for an emergency, please notify your professor prior to class and switch cell phone ringers to vibrate.

Refer to the HGTC Dental Sciences Program Manual for additional policies on classroom etiquette.

NETIQUETTE: is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit [Online Netiquette.](#)

Part II: Student Learning Outcomes

COURSE LEARNING OUTCOMES and ASSESSMENTS*:

Upon completion of DAT 122, the student will be competent to perform the following:
1. Understand the business aspect of the dental office.
2. Learn the basic concepts of managing a dental team.
3. Learn communication techniques with patients and co-workers.
4. Interpret different legal and ethical issues in the dental office.
5. Learn how to utilize various business office technologies.
6. Learn both verbal and written communication skills.
7. Apply knowledge of appointment, recall, and inventory systems.
8. Prepare dental claims forms.

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9. Skills to find employment after graduation.

COURSE LEARNING OUTCOMES and ASSESSMENTS*

Lecture Learning Outcomes
Module 1
Material Covered: Part 1, Ch. 1 The Business of Dentistry
Assessments: Test, Lab Assignments, and Final Exam
Objectives:
1. Explain the dual role of dentistry as a business and a healthcare provider.
2. Describe the importance of identifying dentistry as a service profession.
3. Discuss organizational culture and describe common organizational cultures that could be applied to a dental practice.
4. Define various types of dental practices.
5. Explain how a dental management company can benefit a dental practice.
6. Differentiate between leadership and management and discuss the importance of both in the twenty-first century.
7. Discuss characteristics of an effective leader.

Module 2
Material Covered: Part 1, Ch. 2 Dental Team Management
Assessments: Test, Lab Assignments, and Final Exam
Objectives:
1. Discuss factors that motivate employees and the importance of business office etiquette.
2. Identify member of a dental practice and discuss the emerging dental workforce.
3. Discuss the importance of staff management.
4. Discuss the importance of staff communication
5. Describe recruitment and hiring practice.

Module 3
Material Covered: Part 1, Ch. 3 Practice management
Assessments: Test, Lab Assignments, and Final Exam
Objectives:
1. Identify barriers to patient communication and the importance of recognizing nonverbal cues.
2. Discuss the special needs of patients and their inherent rights, as well as ways to recognize abuse.
3.   Explain marketing techniques in dentistry.

Module 4
Material Covered: Part 1, Ch. 4 Legal and Ethical Issues in the Dental Business Office
Assessments: Test and Lab Assignments
Objectives
1. Understand the definition and classifications of law in relation to dentistry and the important terms involved with litigation.

2. Understand the dental practice act.
3. Explain various types of consent.
4. Identify 12 steps in making ethical decisions.

Module 5

Material Covered: Part 1, Ch. 5 Business Office Technology

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Describe the element of information systems.
2. Explain the four operations of a computer.

Module 6

Material Covered: Part II, Ch. 7 Working with Dental Office Documents

Assessments: Test, Lab Assignments and Final Exam

Objectives:

1. Discuss HIPAA and how to implement HIPAA regulations in the dental office record management system
2. Discuss the importance of maintaining accurate clinical records.
3. Identify various types of records required by the Occupational Safety and Health Administration (OSHA) that must be maintained in a dental office.

Module 7

Material Covered: Part II, Ch. 8 Storage of Business Records

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Discuss the importance of records management, both paper and electronic, and the benefit of keeping dental practice records readily available.
2. Discuss the various classifications of filing systems including the basic alphabetical indexing rules.
3. Discuss the importance of managing workstation records effectively and list several tips for successful records management.

Module 8

Material Covered: Part II, Ch. 9 Written Communications

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Describe the various types of written communication in a dental office.
2. Observe ethical and legal obligations in written communication.
3. Discuss other written types of communication.

Module 9

Material Covered: Part III, Ch. 11 Appointment Management Systems

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Describe the components of an appointment matrix.
2. Demonstrate an understanding of time allocation and other important factors in scheduling appointment.

3. Demonstrate knowledge of the daily appointment schedule and scheduling patients in an advanced-function practice.

Module 10

Material Covered: Part III, Ch. 12 Recall Systems

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Describe the purpose of a recall or re-care system and why patients need to understand the importance of the system.
2. Identify and explain how to establish a recall or re-care system.

Module 11

Material Covered: Part III, Ch. 13 Inventory Systems and Supply Ordering

Assessment: Test, Lab Assignments, and Final Exam

Objectives:

1. Identify 3 types of dental supplies
2. Discuss the factors involved in maintaining an inventory supply, including a technique for receiving supplies and the storage of hazardous materials.

Module 12

Material Covered: Part III, Ch. 14 Dental Insurance

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Discuss the evolution of dental insurance and the four parties affected by dental benefit plans.
2. Discuss the preparation of dental claim forms including the use of the current American Dental Association (ADA) Code on Dental Procedures and Nomenclature and the Code of Dental Terminology (CDT) manual.
3. Understand the rules for coordination of benefits.
4. Discuss reviewing the completed claim form, dental claim payments and special programs associated with dental insurance.
5. Explain common dental benefit and claims terminology.

Module 13

Material Covered: Part IV, Ch. 18 The Dental Assistant and the Workplace

Assessments: Test, Lab Assignments, and Final Exam

Objectives:

1. Discuss preparing for a job search and five important questions you should ask yourself.
2. Discuss methods of marketing your skills.
3. Prepare employment data for job applications.

Lab Learning Outcomes

Module 1

Objectives:

1. Discussing Lab Assignments, expectations
2. Practicing phone etiquette
3. Role play: Breaking down patient barriers

Module 2
Objectives:
1. Discuss the pros and cons of private practice dentistry
2. Discuss the pros and cons of corporate dentistry
3. Discuss the pros and cons of government based dental jobs

Module 3
Objectives:
1. Discuss the Dental Scandal Stories and what legal category they may fall in (abandonment, fraud, defamation of character, etc.)

Module 4
Objectives:
1. Discussing key roles of dental team members (dental assistant, hygienist, business assistant, dentist, lab tech, etc)
2. Role play: Conflict/Resolution with team members
3. Write a Paper-Which team member (it can be other than a DA) would you desire to be most and why, and what kind of practice would you like to work in most and why? (private, corporate, gov.)

Module 5
Objectives:
1. Review and demonstrate how to use the Tooth Numbering Systems
2. Demonstrate Dental Charting
3. Intro to Eaglesoft Dental Software

Module 6
Objectives:
1. Demonstrate the components of an appointment matrix on Eaglesoft.
2. Demonstrate the knowledge of daily appointment schedule and scheduling patients in an advanced-function practice.
3. Discuss and demonstrate how to schedule a patient utilizing a recall or re-care system.
4. Identify and explain how to establish a recall or re-care system
5. Demonstrate how to prepare a treatment plan using Eaglesoft.

Module 7
Objectives:
1. Discuss and prepare a dental claim form using the current American Dental Association (ADA) Code on Dental Procedures and Nomenclature and the Code of Dental Terminology (CDT) manual.
2. Discuss reviewing the completed claim form, dental claim payments and special programs associated with dental insurance.

Students – please refer to the Instructor's Course Information sheet for specific information on assessments and due dates.

Part III: Grading and Assessment

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS*:

Students' performance will be assessed and the weight associated with the various measures/artifacts are listed below.

EVALUATION*

Lecture:	70% of the final grade
Test	80%
Final Exam	20%
	100%
Lab:	30% of the final grade
lab assignments	80%
Final lab assignment	20%
	100%

Students, for the specific number and type of evaluations, please refer to the Instructor's Course Information Sheet.

GRADING SYSTEM:

A=90-100
B=80-89
C=77-79
D=70-76
F=69 and below
*Students must pass with a 77% or better in both the lab and lecture portion of this course to continue in the program.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop. You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For online and hybrid courses, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, and if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Part V: Student Resources

THE STUDENT SUCCESS AND TUTORING CENTER (SSTC):

The SSTC offers to all students the following **free** resources:

1. **Academic tutors** for most subject areas, **Writing Center support**, and **college success skills**.
2. Online **tutoring** and academic support resources.
3. Professional and interpersonal communication **coaching** in the EPIC Labs.

Visit the [Student Success & Tutoring Center](#) website for more information. To schedule tutoring appointments using TutorTrac, visit the Student Services tab in WaveNet. Email [sstc@hgtc.edu](#) or call SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455, or go to the [Online Resource Center](#) to access on-demand resources.

STUDENT INFORMATION CENTER: TECH Central

TECH Central offers to all students the following **free** resources:

1. **Getting around HGTC**: General information and guidance for enrollment!
2. Use the [Online Resource Center (ORC)](#) including scheduled technology training, Office 365 support, password resets, and username information.
3. **Drop-in technology support or scheduled training** in the Center or in class.
4. **In-person workshops, online tutorials and more services** are available.

5. **Chat with our staff on TECH Talk**, our live chat service. TECH Talk can be accessed on the student portal and on TECH Central's website, or by texting questions to (843) 375-8552.

Visit the [Tech Central](#) website for more information. Live Chat and Center locations are posted on the website. Or please call (843) 349 – TECH (8324).

STUDENT TESTING:

Testing in an **online/hybrid** course may be accomplished in a variety of ways:
- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Further more tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through RPNow, our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

DISABILITY SERVICES:

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to HGTC's [Accessibility and Disability Service webpage](#). The Accessibility and Disability staff will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

STATEMENT OF EQUAL OPPORTUNITY/NON-DISCRIMINATION STATEMENT:

Horry-Georgetown Technical College prohibits discrimination and harassment, including sexual harassment and abuse, on the basis of race, color, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

TITLE IX REQUIREMENTS:

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report with the college's Chief Student Services Officer, campus law enforcement, or with the college's Title IX Coordinator, or designee.

*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

INQUIRIES REGARDING THE NON-DISCRIMINATION/TITLE IX POLICIES:

Student and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs.

Dr. Melissa Batten, VP Student Affairs
Title IX Coordinator
Building 1100, Room 107A, Conway Campus
PO Box 261966, Conway, SC 29528-6066
843-349-5228
Melissa.Batten@hgtc.edu

Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.

Jacquelyne Snyder, VP Human Resources
EEO and Title IX Coordinator
Building 200, Room 212A, Conway Campus
PO Box 261966, Conway, SC 29528-6066
843-349-5212
Jacquelyne.Snyder@hgtc.edu

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