

Course discipline/number/title: DA 1215: Dental Practice Management

A. CATALOG DESCRIPTION

1. Credits: 2
2. Hours/Week: 1 lecture, 2 lab
3. Prerequisites (Course discipline/number): None
4. Other requirements: DA Program Admission Required
5. MnTC Goals (if any): NA

B. COURSE DESCRIPTION: This course focuses on developing skills as a dental business assistant. Topics include reception skills, business letter writing, telephone techniques, bookkeeping/accounting procedures, banking procedures, dental insurance, preventive recall programs, appointment scheduling, inventory control and management, general office procedures, and dental computer applications. This course also focuses on employment seeking skills to include preparation of resumes, job application letters, job application form, and follow-up letters and preparing for an employment interview. (DA Program Admission Required)

C. DATE LAST REVISED (Month, year): September, 2021

D. OUTLINE OF MAJOR CONTENT AREAS:

- PART I: Dental Business Assistant Skills  
PART II: Employment Strategies  
PART III: Dental Computer Applications

E. LEARNING OUTCOMES (GENERAL): The student will be able to:

1. Describe dentistry as a business and dental management styles.
2. Describe organizational culture, cultural competency, and team management styles.
3. Describe the responsibilities of the dental team.
4. Describe effective patient management techniques and communication styles.
5. Define a office policies and patient rights.
6. Describe dental marketing strategies.
7. Describe dental computer applications.
8. Define ergonomics.
9. Describe the Americans with Disabilities Act.
10. Describe active/inactive/clinical/financial/OSHA/employee dental records.
11. Describe the transfer and retention of records.
12. Demonstrate dental record filing.
13. Describe the Health Insurance Portability and Accountability Act.
14. Describe mail classifications and mail services to include lab cases.
15. List and critique the components of a business letter.
16. Demonstrate effective appointment management systems.
17. Demonstrate effective telephone techniques.
18. Describe the use of social media in a dentistry.
19. Explain inventory and supply ordering systems.
20. Describe Safety Data Sheets.
21. Describe dental recall systems.
22. Describe insurance plans/benefits and submission along with ADA codes.
23. Describe dental accounts receivable bookkeeping, payments, and credit policies.
24. Describe a credit bureau/consumer reporting agency.
25. Prepare personal resume, employment cover letter, and application.
26. Develop interviewing skills
27. Apply Interview follow-up techniques.
28. Perform initial computer set-up and data entry.
29. Operate dental software program applications to include (patient entry, treatment plan, scheduling, insurance claim, etc.).

F. LEARNING OUTCOMES (MNTC): NA

- G. METHODS FOR EVALUATION OF STUDENT LEARNING: Methods may include but are not limited to:
1. Weekly written quizzes
  2. Written Assignments
  3. Skill Evaluations
  4. Dental Computer Application Skill Evaluations
  5. Comprehensive Final Examination
- H. RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s):  
Communication. Students will communicate appropriately for their respective audiences.
- I. SPECIAL INFORMATION (if any): None