



**DEPARTMENT OF OFFICE ADMINISTRATION**

**COURSE OUTLINE – OA 1520 WINTER 2011**

**Dental Office Procedures**

**INSTRUCTOR:** Audrey Harder      **PHONE:** 780-539-2923  
**OFFICE:** C315      **E-MAIL:** aharder@gprc.ab.ca  
E401 - 5

**OFFICE**

**HOURS:** Monday to Friday 9:00 a.m. – 4:00 p.m.

**REQUIRED TEXT/RESOURCE MATERIALS:**

- Modern Dental Assisting
- Guide to Dental Front Office Administration

**CALENDAR DESCRIPTION:**

This course will teach you the inner workings of a busy dental office and covers the information required for students to work in a dental office environment including dental and health care organizations, dental records, legal and ethical issues, confidentiality, conflict resolution, communication, nonviolent crisis intervention, emergencies, security, self-examination, team work and stress management.

**CREDIT/CONTACT HOURS:**

**Wednesday – 17:00 to 18:20**

**DELIVERY MODE(S): Lecture, Lab, Moodle**

## **OBJECTIVES:**

*Upon successful completion of this course, the student will:*

Have a comprehensive understanding of the dental office team; the practice management and the practice mission statement; the qualifications and credentials of the dental office personnel including certification and continuing education.

Understand the legal and ethical issues and responsibilities of the office assistant; dental jurisprudence and ethics, the Alberta Dental Association and College's mission, goals, and code of ethics; and the importance of an office manual.

Understand hazard communication and regulatory agency mandates; discuss the importance of complying with local, provincial, and federal regulations.

Be familiar with patient relations; know how to assist patients with necessary forms and introduce a new patient to other team members; be aware of nonverbal communication.

Understand and be able to assist in marketing the practice by understanding the key elements of dental marketing; goal setting and achieving patient satisfaction.

Gain practical experience in printed communications used in the dental office including stationery, business cards, business letters, and cards as practice builders.

Complete practice set to gain comprehensive knowledge of records management in the dental office including: organizing work files, preparing new patient files, revising patient information sheets, transcribing emergency patient office visits, and completing encounter forms.

Be able to complete computerized scheduling - blocking and scheduling patient appointments, scheduling telephone appointments, creating appointment patients lists, preparing new patients appointments schedules.

Research drug information.

Make a referral to a specialist- written, FAX, electronic.

Input new patient records, edit patient records and prepare reports

Complete a computerized procedure entry with correct diagnostic and procedural coding.

Understand standard precautions: preparing occupational exposure incident report.

### **GRADING CRITERIA:**

Assignments	40%
Exams	60%

Grades will be assigned on the Letter Grading System.

<b>Office Administration Department Grading Conversion Chart</b>			
<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>76 – 79</b>	
<b>B</b>	<b>3</b>	<b>73 – 75</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2</b>	<b>64 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 63</b>	
<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1</b>	<b>50 – 54</b>	
<b>F</b>	<b>0</b>	<b>0 – 49</b>	<b>FAIL</b>

## COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic
1	The Dental Healthcare Team (MDA Chapter 3)
2	Dental Ethics (MDA Chapter 4)
3	Communication In The Dental Office (MDA Chapter 61)
4	Business Operating Systems (MDA Chapter 62)
5	<b><u>Exam #1 (MDA 3, 4, 61, 62)</u></b> The Patient Record (MDA Chapter 26)
6	Dental Terminology and Anatomy of the Oral Cavity (GDFOA Chapter 7)
7	Dental Reference Books and Insurance Contract Interpretation (GDFOA Chapter 11)
8	<b><u>Exam #2 (MDA 26; GDFOA 7, 11)</u></b> Dental Services and Coding (GDFOA Chapter 12)
9	Dental Billing and the Dental Claim Form (GDFOA Chapter 13)
10	Dental Practice Accounts Receivable (Level 1) (GDFOA Chapter 14)
11	Accounts Payable and Financial Records (GDFOA Chapter 15)
12	Final Review and Discussion
13	<b><u>EXAM #3 (GDFOA 12, 13, 14, 15)</u></b>