



OA 1520

Dental Office Procedures

LECTURE	TOPIC	CHAPTERS
1. Jan. 5, 2012	Introduction to Instructor, Students, Course, Dental Office and Dental Team	GDFOA #3 MDA #3 MDA #32
2. Jan. 10, 2012	Intro to Dental Front Office Administration	GDFOA #1
3. Jan. 12, 2012	Dental Front Office Management	GDFOA#6
4. Jan. 17, 2012	Role of Business Assistant / Filing / Scheduling / Recall Assignments Lect 1-3 due	MDA #62
5. Jan. 19, 2012	Financial / Personnel / Inventory Management	MDA #62
6. Jan. 24, 2012	Dental Office Forms / The Patient Record	GDFOA #9 MDA #26
7. Jan. 26, 2012	Chart Documentation Assignments Lect 4-6 due	GDFOA #8 MDA #28
8. Jan. 31, 2012	EXAM (Lectures 1-6)	
9. Feb 2, 2012	Dental Services and Coding	GDFOA #12
10. Feb. 7, 2012	Review Chart Documentation and Coding (Mock Entries / Hands On)	
11. Feb 9, 2012	Dental Reference Books and Insurance Contract Interpretation Assignments Lect 7, 9-10 due	GDFOA #11
12. Feb 14, 2012	Dental Billing and Claim Form	GDFOA #13
13. Feb 16, 2012	Review Dental Insurance Contracts, Billing and Claim Forms (Mock entries / Hands On)	

14. Feb 28, 2012	Dental Practice Accounts Receivable Assignments Lect 11-13 due	GDFOA #14 MDA #63
15. Mar 1, 2012	Accounts Payable & Financial Records Management	GDFOA #15 MDA #63
16. Mar 6, 2012	EXAM (Lectures 7-13)	
17. Mar 8, 2012	Basic Administrative Functions & Printed Communications Assignments Lect 14-15 due	GDFOA #5 MDA #61
18. Mar13, 2012	Technology & the Dental Office	GDFOA #4
19. Mar15, 2012	Patient Relations Assignments Lect 17-18 due	GDFOA #3 MDA #61
20. Mar20, 2012	Clinical Records Management	GDFOA #10
21. Mar22, 2012	Ethical, legal and regulatory issues and responsibilities Assignment Lects 19-20 due	GDFOA #2 MDA #4&5
22. Mar27, 2012	EXAM (Lectures 14-20)	
23. Mar29, 2012	Employment Assignment Lect 21 due	GDFOA #16 MDA # 64
24. Apr 3, 2012	Mock Job Interviews	
25. Apr 5, 2012	Share Work Experiences And Pearls on Scheduling	
26. Apr 10, 2012	Share Work Experiences And Pearls on Patient Relations	
27. Apr 12, 2012	Review	

CHAPTER EXAMS 10% EACH = 30%

ASSIGNMENTS = 45%

FINAL EXAM = 25%



**DEPARTMENT OF OFFICE ADMINISTRATION
COURSE OUTLINE – OA1520 WINTER 2012**

Dental Office Procedures

INSTRUCTOR: Cynthia Lovell, BSc, RDH

OFFICE: not available

OFFICE HOURS: contact instructor to schedule an appointment

PHONE: 780-933-2026

E-MAIL: clovell@gprc.ab.ca

REQUIRED TEXT/RESOURCE MATERIALS:

Modern Dental Assisting 10th edition textbook

Modern Dental Assisting 10th edition Student Workbook

Guide to Dental Front Office Administration

*****Please bring your Guide to Dental Front Office
Administration textbook to each class.**

CALENDAR DESCRIPTION: This course teaches 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:

Tuesdays and Thursdays – 08:30-09:50 Room A301

DELIVERY MODE(S): Lecture, Lab, Moodle

OBJECTIVES:

Upon successful completion of this course, the student will be able to:

1. Identify the members of the dental team and areas of the dental office
2. Understand the responsibilities of a dental office administrator and how to perform them.
3. Understand various filing systems and how to implement them within the dental office. (Patient records, personnel, inventory, financial).
4. Understand how to schedule appointments.
5. Understand the patient record including the forms utilized.
6. Understand how to document in the chart.
7. Understand the various dental services and how to code them.
8. Understand how to interpret insurance contracts and how to bill them.
9. Understand how to manage accounts receivable.
10. Manage accounts payable and financial records.
11. Prepare printed communications and marketing materials.
12. Understand patient relations such as phone skills, listening skills and confidentiality.
13. Understand the ethical, legal and regulatory responsibilities of members of the dental team and the dental office.
14. Prepare for marketing self for future employment.

GRADING CRITERIA:

Assignments	45%
Chapter Exams	30% (10% for each exam)
Final Exam	25%

Grades will be assigned on the Letter Grading System