



GRANDE PRAIRIE REGIONAL COLLEGE
DEPARTMENT OF OFFICE ADMINISTRATION
COURSE OUTLINE

OA1520 Dental Office Procedures (3) (1.5-0-1.5) 45 hours

Instructor	Laura Boyd	Phone	Office:780-539-2726 Text Messages: Home:780-538-4176
Office	401E STN. 11	E-mail	LBoyd@gprc.ab.ca
Contact Hours	Monday, Wednesday, Friday 9:00am-9:00pm Tuesdays, Thursdays after-5:00pm-10:00pm		

Credit/Contact Hours: 3 Credits 45 hours

Delivery Mode(s): Lecture, Lab, Blackboard Resources

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, stress management.

Course 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.

Transcribe SOAP notes (subjective, objective, assessment, and plan), EEG, history and dental examination records, operative reports, progress notes, telephone messages, and continuation sheets.

Research drug information.

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

Input new patient records, edit patient records and prepare reports

Research electronic medical records.

Complete a computerized procedure entry.

Understand standard precautions: preparing occupational exposure incident report.

Complete diagnostic and procedural coding.

Grading Criteria:

Assignments	60%
Tests	40%
Final	10%

Grades will be assigned on the Letter Grading System.

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

Course Schedule

Week	Assigned Work
1	Go over course outline Chapter 3
2	Chapter 4 ,5,6 -Test
3	Chapter 6,7,8
4	Chapter 9,10,11
5	Chapter 12,13,14-Test
6	Chapter 15,16 17&18
7	Chapter 19,20,26-Test
8	Chapter 28,29,30
9	Chapter 31,32,37 Test
10	Chapter 38,39,40
11	Chapter 41,42,43-Test
12	Chapter 44,45,46,&48
13	Chapter 50,51,52,53-Test
14	Chapter 54,55,56,57,58
15	Chapter 59,60,61,62-Test
16	Chapter 63,64& Review for Final