



## DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

### COURSE OUTLINE – FALL 2017

#### OA1520A2 3 (1.5-0-1.5) 45 Hours - DENTAL OFFICE PROCEDURES

**TUESDAY 5:30 – 8:30 p.m. A312**

**INSTRUCTOR:** Sheila Smith

**PHONE:** 780-518-4861

**OFFICE:** E309

**E-MAIL:** ssmith@gprc.ab.ca

**OFFICE HOURS:** Contact instructor to schedule appointment

#### **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 healthcare organizations, dental records, legal and ethical issues, confidentiality, conflict resolution, communication, non-violent crisis intervention, emergencies, security, self-examination, team work and stress management.

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

#### **COURSE OBJECTIVES:**

This course covers 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 healthcare organizations, dental record, legal and ethical issues, confidentiality, conflict resolution, communication, non-violent crisis, intervention, emergencies, security, self-examination, team work and stress management.

#### **REQUIRED TEXT/RESOURCE MATERIALS:**

- 1) Guide to Dental Front Office Administration, Prentice Hall, 2008  
ISBN 9780132194020



## **CREDIT/CONTACT HOURS:**

Tuesday 17:30-20:20 Room: A312

## **LEARNING OUTCOMES:**

Upon Successful completion of this course you will be able to:

- ☞ Identify the responsibilities of the dental team and areas of the dental office
- ☞ Understand various filing systems and how to implement them within the dental office (patient records, personnel, inventory, financial)
- ☞ Understand the responsibilities of the dental office administrator and how to perform them
- ☞ Understand how to schedule appointments
- ☞ Understand the patient record including the forms utilized
- ☞ Understand how to document in the chart
- ☞ Understand the various dental services and how to code them
- ☞ Understand how to interpret insurance contracts and how to bill to insurance companies
- ☞ Understand how to manage accounts receivable
- ☞ Manage accounts payable and financial records
- ☞ Prepare printed communication and marketing materials
- ☞ Understand patient relations such as phone skills, listening skills, and confidentiality
- ☞ Understand the ethical, legal and regulatory responsibilities of members of the dental team and dental office

## **TRANSFERABILITY:**

This course is normally not transferable to universities. For further details see

[www.acat.gove.ab.ca](http://www.acat.gove.ab.ca).

## **GRADING CRITERIA:**

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

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A <sup>+</sup>	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A <sup>-</sup>	3.7	80 – 84	FIRST CLASS STANDING
B <sup>+</sup>	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B <sup>-</sup>	2.7	70 – 72	
C <sup>+</sup>	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C <sup>-</sup>	1.7	60 – 62	
D <sup>+</sup>	1.3	55 – 59	MINIMAL PASS
D	1.0	50 – 54	
F	0.0	0 – 49	FAIL
WF	0.0	0	FAIL, withdrawal after the deadline

### STUDENT RESPONSIBILITIES:

Please bring you Guide to Dental Front office Administration textbook to each class

Refer to the College Policy on Student Rights and Responsibilities at

[www.gprc.ab.ca/files/forms\\_documents/StudentRightsandResponsibilities.pdf](http://www.gprc.ab.ca/files/forms_documents/StudentRightsandResponsibilities.pdf)

### STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Student Misconduct: Academic and Non-Academic Policy at

[www.gprc.ab.ca/files/forms\\_documents/Student\\_Misconduct.pdf](http://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf)

\*\*Note: all Academic and Administrative policies are available at

[www.gprc.ab.ca/about/administration/policies/](http://www.gprc.ab.ca/about/administration/policies/)

## COURSE SCHEDULE/TENTATIVE TIMELINE:

Lecture	Topic	Chapter
WEEK 1	Introduction to Instructor, Students, Course, Dental Office Team Intro to Dental Office Admin	GDFOA #1, #3
WEEK 2	Dental Office Management Role Of Business Assistant/Filing/Scheduling/Recall	GDFOA #6
WEEK 3	Role Of Business Assistant Financial/personnel/Inventory Management Dental Office Forms/Patient Record	GDFOA#9
WEEK 4	Chart Documentation Dental Services Coding	GDFOA#8/#12
WEEK 5	Exam week 1-3 Dental Services & Coding	GDFOA #12
WEEK 6	Dental Reference Books & Insurance Contract Interpretation	GDFOA #11
WEEK 7	Dental Billing & Claim Forms Predeterminations	GDFOA#13
WEEK 8	Accounts Receivable	GDFOA#14/15
WEEK 9	Exam Accounts Payable	GDFOA #15
WEEK 10	Basic Admin Functions Technology in the dental office Patient relations	GDFOA #5 GDFOA#4 GDFOA#3
WEEK 11	Clinical Records	GDFOA#10
WEEK 12	Exam Ethics & Employment	GDFOA#2
WEEK 13/14	Review	
WEEK 15	Exam	