



DEPARTMENT OF OFFICE ADMINISTRATION

COURSE OUTLINE – OA1520 WINTER 2014

DENTAL OFFICE PROCEDURES

INSTRUCTOR: Sheila Smith **PHONE:** 780-518-4861
OFFICE: Not available **E-MAIL:** [Click here to enter text.](#)

OFFICE HOURS: Contact instructor to schedule appointment

REQUIRED TEXT/RESOURCE MATERIALS:

Modern Dental Assisting 10th Edition textbook

Guide to Dental Office Administration

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

CREDIT/CONTACT HOURS:

Tuesday 17:30-20:20

Room: A301

OBJECTIVES (OPTIONAL):

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

1. Identify the responsibilities of the dental team and areas of the dental office
2. Understand various filing systems and how to implement them within the dental office (patient records, personnel, inventory, financial)
3. Understand the responsibilities of the dental office administrator and how to perform them
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 to insurance companies
9. Understand how to manage accounts receivable
10. Manage accounts payable and financial records
11. Prepare printed communication 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 dental office

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 ⁺	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A ⁻	3.7	80 – 84	FIRST CLASS STANDING
B ⁺	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B ⁻	2.7	70 – 72	
C ⁺	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C ⁻	1.7	60 – 62	
D ⁺	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

EVALUATIONS:

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

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at www.gprc.ab.ca/about/administration/policies/**

****Note:** all Academic and Administrative policies are available on the same page.

COURSE SCHEDULE/TENTATIVE TIMELINE:

OA 1520 - Dental Office Procedures

Lecture	Topic	Chapter
Jan 7,2014	Introduction to Instructor, Students, Course, Dental Office Team Intro to Dental Office Admin	GDFOA #1, #3 MDA #3, #32
Jan 14, 2014	Dental office Management Role Of Business Assistant/Filing/Scheduling/Recall	GDFOA #6 MDA #62
Jan 21,2014	Role Of Business Assistant Financial/personnel/Inventory Management Dental Office Forms/Patient Record	MDA#62/26 GDFOA#9
Jan 28,2014	Chart Documentation Dental Services Coding	GDFOA#8/#12
Feb 4,2014	Exam week 1-3 Dental Services & Coding	GDFOA #12
Feb 11,2014	Dental Reference Books & Insurance Contract Interpretation	GDFOA #11
Feb 25,2014	Dental Billing & Claim Forms Predeterminations	GDFOA #13
Mar 4,2014	Accounts Receivable	GDFOA#14/15 MDA#63
Mar 11,2014	Exam Accounts Payable	GDFOA #15MDA#63
Mar 18,2014	Basic Admin Functions Technology in the dental office Patient relations	GDFOA #5 GDFOA#4 MDA# 61GDFOA#3
Mar 25,2014	Clinical Records	GDFOA#10 MDA# 61
April 1,2014	Exam Ethics & Employment	GDFOA#2 MDA#4/5
April 8	Review	
April 15	Exam	