



DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – WINTER 2017

OA1520A3 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.

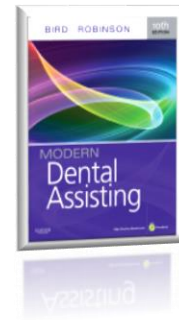
DELIVERY MODE(S): Lecture, Lab

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) Modern Dental Assisting, 10th Edition, W.B. Saunders Publishing, 2012 ISBN 9781437727302



- 2) Modern Dental Assisting 10th edition Student Workbook, W. Saunders Publishing, 2012 ISBN 9781437727289

B.



- 3) 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.

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

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

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

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

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 MDA #3, #32
WEEK 2	Dental Office Management Role Of Business Assistant/Filing/Scheduling/Recall	GDFOA #6 MDA #62
WEEK 3	Role Of Business Assistant Financial/personnel/Inventory Management Dental Office Forms/Patient Record	MDA#62/26 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	READING WEEK	
WEEK 8	Dental Billing & Claim Forms Predeterminations	GDFOA#13
WEEK 9	Accounts Receivable	GDFOA#14/15 MDA#63
WEEK 10	Exam Accounts Payable	GDFOA #15MDA#63
WEEK 11	Basic Admin Functions Technology in the dental office Patient relations	GDFOA #5 GDFOA#4 MDA# 61GDFOA#3
WEEK 12	Clinical Records	GDFOA#10 MDA# 61
WEEK 13	Exam Ethics & Employment	GDFOA#2 MDA#4/5
WEEK 14	Review	
WEEK 15	Exam	