

# Dakota County Technical College

## DENT 1280: Dental Practice Management

### A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course is an overview of duties performed by a dental assistant with emphasis on patient registration, medical history forms, telephone skills, appointments, recordkeeping, and correspondence. It also will provide the student with knowledge of professional ethics and dental laws with emphasis on the Minnesota Dental Practice Act. Students will write the Minnesota Dental Jurisprudence Exam. Prerequisites: Admission to Dental Assisting Program or instructor permission

**B. COURSE EFFECTIVE DATES:** 02/26/1998 - Present

**C. OUTLINE OF MAJOR CONTENT AREAS**

**D. LEARNING OUTCOMES (General)**

1. Discuss all expanded duties delegated by the State Board of Dentistry
2. Determine compliance with the HIPPA laws
3. Demonstrate proficiency in the use of the Eagle-Software
4. Develop relevant skills in becoming a more effective and engaged community member
5. Develop professional ideals and standards through service learning activities
6. Develop leadership skills
7. Identify and exercise the responsibilities of citizenship
8. Participate in various community service learning projects
9. Know the laws that pertain to the Minnesota Board of Dentistry
10. Develop interpersonal communication skills through participation in dental activities
11. Develop an environment of participation among your classmates and the community
12. Re-visit all infection control protocol for the State Board Exam
13. Appreciate the relevancy of conducting oneself in an ethical and professional manner
14. List the American Dental Assistants Association Obligations of the members
15. Distinguish the legal responsibilities of the dentist and dental team to the patient
16. Discuss the use of the title "Certified Dental Assistant"
17. Differentiate between civil and criminal liability
18. Determine the protective measures to avoid malpractice and negligent law suits
19. Be familiar with the structure of the American Dental Assistants Association
20. Discuss the legal responsibilities of the dentist and dental team to the patient
21. Discuss the use of the title "Registered Dental Assistant"
22. Discuss proper ways to greet patients, both on the telephone and in person
23. Describe the steps in outlining the appointment book
24. Identify how to handle a patient complaint
25. List the steps in completing a new patient registration and medical/dental history form
26. Identify the records that should be gathered in preparation for the patients visit
27. State why good communication skills are important in working with patients
28. List the steps for making appointment book entries and appointment cards
29. Identify the dentist and patient responsibilities in a dentist/patient relationship
30. List the proper methods for answering the telephone and for taking messages
31. List steps for entering charges, payments, and adjustments for a bookkeeping system
32. Describe accounts payable bookkeeping
33. Describe the process of stocking new supplies
34. List the guidelines for ordering supplies
35. Discuss the use of an estimate sheet in making financial arrangements
36. Discuss the functions of the daily schedule and describe where it should be posted
37. Describe the steps in preparing a bank deposit
38. Define accounts receivable bookkeeping, transactions and posting
39. Discuss addressing a ledger card or other correspondence correctly
40. Describe types of recall systems
41. List the steps in arranging names into indexing units and sorting these names alphabetically
42. Describe the uses of color coding systems and state when each might be used
43. Name and describe the types of filing systems which may be found in a dental office
44. Discuss importance of patient records and transferring patient records

45. Describe three different methods of payment for care provided under dental insurance plans
46. Describe third party payments

**E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

**F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted