

LABETTE COMMUNITY COLLEGE BRIEF SYLLABUS

SPECIAL NOTE:

This brief syllabus is not intended to be a legal contract. A full syllabus will be distributed to students at the first class session.

TEXT AND SUPPLEMENTARY MATERIALS USED IN THE COURSE (if any):

Please check with the LCC bookstore <http://www.labette.edu/bookstore> for the required texts for this class.

COURSE NUMBER: DNAS 140

COURSE TITLE: DENTAL PRACTICE MANAGEMENT

SEMESTER CREDIT HOURS: 3

DEPARTMENT: Dental Assistant

DIVISION: Health Science

PREREQUISITES: Successful completion of DNAS105, DNAS 107, DNAS 125, DNAS 135, DNAS 138, and DNAS 144

REVISION DATE: February 2016

COURSE DESCRIPTION:

This course will provide instruction in additional business office procedures, supplies and inventory, expenses and disbursements, banking procedures, recording fees charged and paid, collections, computer applications in the dental office, and dental insurance. Job seeking skills are also included.

COURSE OUTCOMES AND COMPETENCIES:

Students who successfully complete this course will be able to:

1. Discuss the concept of dentistry as a business.
 - Explain the dual role of dentistry as a business and a healthcare service.
 - Describe the importance of patient service.
 - Differentiate between leadership and management.
 - Determine goals and objectives for a dental practice.
 - Identify the five R's of good management.
 - Identify the purpose of an office procedural manual and identify the components.
 - Explain marketing techniques in dentistry.
 - Differentiate between the various types of law that affect the practice of dentistry.

2. Identify and describe the importance of human relations in the dental office to meet the cares and concerns of the patients.

- Describe Maslow's Hierarchy of needs theory.
- Describe Roger's client-centered therapy theory.
- Identify barriers to communication.
- Recognize nonverbal cues.

3. Discuss communication management in a dental practice.

- Describe how to implement HIPAA regulations in the dental office record management system.
- Identify the types of records maintained in a dental practice.
- Identify various types of records required by OSHA that must be maintained in a dental practice.
- Explain the importance of maintaining accurate records.
- Describe methods of records retention and transfer.
- Determine the most efficient storage methods for various documents in a dental office.
- Apply basic alphabetical indexing rules.
- Describe the various types of written communication in a dental practice.
- Explain the use of email in the dental practice.
- Discuss the process for packaging lab cases.
- Demonstrate ability to write a business letter.
- Describe various types of telecommunication systems commonly used by the dental team.
- Practice efficient telephone techniques.
- Describe cell phone rules of etiquette.
- Describe the best way to manage telephone calls commonly encountered in the dental practice.

4. Summarize technology present in the business office of a dental practice.

- Differentiate between a manual office and an office using technology.
- List types of electronic office equipment used in technology.
- Explain how technology can be used to increase profitability.
- Describe the application of technology to a dental practice.
- List guidelines to follow when selecting software.

5. Summarize appointment, recall, inventory and supply ordering methods.

- Describe appointment book styles.
- Complete an appointment matrix.
- Identify solutions to common appointment scheduling problems.
- Describe the use of a treatment plan.
- Complete a daily schedule.
- Explain the purpose of a recall or recare system.
- Identify different types of recall or recare systems.
- Develop a recall or recare list.
- Identify three types of dental supplies.

- Explain various types of inventory systems.
- Explain factors determining supply quantity.
- Describe a computerized order system.

6. Discuss dental insurance and financial systems including accounts receivable in a dental practice.

- Identify the four parties affected by dental benefit plans.
- Use the current ADA Code on Dental Procedures and Nomenclature and the CDT manual.
- Complete an ADA form.
- Apply the rules for coordination of benefits.
- Explain common dental benefit and claims terminology.
- Identify common payment and credit policies.
- Explain the production of patient statements.
- Generate a patient statement.
- Compose collection letters.
- Explain the function of a budget.
- Explain the use of financial management software.
- Prepare checks for deposit with correct endorsements and complete a deposit slip.
- Identify the purpose of payroll records.
- Explain the importance of retaining payroll records.

7. Describe and discuss what type of dental career best meets personal needs and be able to create necessary documents to apply for positions in an appropriate and successful manner.

- Identify personal assets and liabilities for a job.
- Determine desirable characteristics for a job.
- Develop a career/life philosophy.
- List hints for success in a job on the dental team.
- Identify potential career opportunities through different sources.
- Describe the preparation and demeanor needed for a job interview.
- Create a cover letter, resume and follow up letter.
- Compose and type a professional letter.
- Negotiate terms of employment through an employment agreement.
- Describe the appropriate manner to terminate a position.