

DA A175: PRINCIPLES OF BUSINESS AND PRACTICE MANAGEMENT

Item	Value
Curriculum Committee Approval Date	10/07/2020
Top Code	124010 - Dental Assistant
Units	1.5 Total Units
Hours	27 Total Hours (Lecture Hours 27)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Standard Letter (S)

Course Description

An introduction to dental office administration, including dental records and charting, HIPAA regulations, communication skills, financial management appointment scheduling, payroll, and insurance claim processing. Students will be trained to use Dentrix Dental Software program to become knowledgeable in all areas of practice management utilizing the computer. PREREQUISITE: DA A100. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Apply skills learned in this course to perform competently in the dental front office setting utilizing dental practice management standards.

Course Objectives

- 1. Demonstrate communication skills that develop verbal and non-verbal intercommunication with staff and patients.
- 2. Describe the scope of duties and responsibilities of the various roles of a dental business assistant.
- 3. Demonstrate telephone technique by role playing and discussion of how to handle patients in various situations.
- 4. Demonstrate scheduling various types of appointments for dental patients using both manual and computerized systems. Apply knowledge and demonstrate appointment book control utilizing Dentrix computer software.
- 5. Complete a new patient registration and a medical and dental history form, in compliance with HIPAA regulations.
- 6. Demonstrate handling various patient situations and complaints through scenarios presented, including financial arrangements, treatment plans, insurance benefits and overdue accounts.
- 7. List the basic rules for all appointment book entries, and identify the sequence in which these entries should be made and schedule appointments for various types of patient situations.
- 8. Demonstrate the basic rules of alphabetical, numeric and chronological filing of records, color coding systems, records protection and retrieval, including filing equipment and aids.
- 9. Name the two major groups of records found in the dental office and list the records that are usually filed together as the "patient chart."

- 10. Discuss the importance of HIPAA and patient records and demonstrate the elements of patient privacy in regard to the patient information and records.
- 11. Record a dental examination and dental treatment using the appropriate charting symbols and abbreviations. and demonstrate how to correct a charting error.
- 12. Define, establish and maintain a viable recall system.
- 13. Compose and type letters with Dentrix formatted letters, which are commonly used in a dental practice, meeting acceptable standards for composition and spelling.
- 14. Define, establish and maintain a viable recall system.
- 15. Demonstrate an ability to complete dental insurance claim forms for patient treatment. These will include prior authorization, billing and inquiries. This will be demonstrated using a manual system and the Dentrix software insurance program.
- 16. Demonstrate competency in the disbursement of funds utilizing accounts payable and receivable principles. The student will practice with both manual systems and the Dentrix computerized accounting system.
- 17. Compile and type a cover letter and resume including education and work experience for an actual dental assistant position.
- 18. Demonstrate basics of computer skills including: keyboarding, letter writing, and the use of various computer programs as appropriate to the dental office.
- 19. Develop and maintain an inventory system to assure fresh dental supplies and disposable materials.
- 20. Demonstrate the use of intraoral and extraoral photography.

Lecture Content

Orientation to Business Administration Overview of the business office Manual and computerized systems New patient registration The telephone Scheduling and Appointment Control Computerized control Appointment scheduling Units of time Rules for appointment entry Specialized scheduling Records Management Importance of patient records Computerized patient records Patient privacy and HIPAA Dental Charting and Terminology Computerized Charting symbols Types of charts Charting errors Preventive Recall and Written Communications Recalls system/overview Other types of recall systems Computerized recall system Letter writing Accounts Receivable Bookkeeping Bookkeeping system Dental Insurance Methods of payment Computerized claim management Procedure codes Claim form Eligibility verification Collections and Payment Plans Making financial arrangements Collections Preventive account control Collection letters/agencies Inventory Control and Purchasing Establishing an inventory control system Card file inventory control Guidelines for ordering supplies Storing supplies Accounts Payable Bookkeeping Statements Payroll, taxes, records Check writing Computerized check writing Reconciling a bank statement Intraoral Photography Pictures of all four quadrants Digital Photography Frontal view Profile view Full direct view teeth in occlusion Maxillary occlusal view Right buccal view

Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)

Instructional Techniques

1. Theory:
 - a. Lecture/demonstration
 - b. Guest speaker
 - c. Field trips
 - d. Videos/Digital presentations
 - e. Reading/workbook assignments
 - f. Role-playing by students
 - g. Computer assignments in computer lab using various programs.

Reading Assignments

Chapter reading assignments are from the Modern Dental Assisting Textbook.

Writing Assignments

1. Theory, quizzes, and exams
2. Workbook and computer lab assignments completed

Out-of-class Assignments

Printed handouts are out of class homework.

Demonstration of Critical Thinking

1. Theory, quizzes, and exams
2. Workbook and computer lab assignments completed
3. Must earn 75% on all assigned work and tests to earn a "C" in class

Required Writing, Problem Solving, Skills Demonstration

1. Theory, quizzes, and exams
2. Workbook and computer lab assignments completed

Textbooks Resources

1. Required Bird, Robinson . Modern Dental Assisting, Latest ed. Missouri: Elsevier Saunders, 2012 Rationale: -
2. Required Bird, Robinson. Modern Dental Assisting Student Workbook, Latest ed. Missouri: Elsevier Saunders, 2012 Rationale: -

Other Resources

1. Bartolomucci Boyd. Dental Instruments A Pocket Guide. Missouri: Elsevier Saunders. 2012, Latest