

MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE

COURSE OUTLINE

DEPT. DEN

COURSE NUMBER: 1135

NUMBER OF CREDITS: 2

Lecture: 2 Lab: 0 OJT 0

Course Title:
Dental Practice Management

Catalog Description:
Dental Practice Management assists the student in identifying psychological variables that are significant in interacting and communicating with dental patients and coworkers. It will also include information relating to the function of the business office with emphasis on maintaining patient records, bookkeeping, appointment scheduling, filing, and written and oral communication. Both manual and computerized systems will be examined.

Prerequisites or Necessary Entry Skills/Knowledge:
ENGL 0090 or placement by multiple measures.

FULFILLS MN TRANSFER CURRICULUM AREA(S) (*Leave blank if not applicable*)

- ☐ Goal 1: Communication: By meeting the following competencies:
- ☐ Goal 2: Critical Thinking: By meeting the following competencies:
- ☐ Goal 3: Natural Sciences: By meeting the following competencies:
- ☐ Goal 4: Mathematics/Logical Reasoning: By meeting the following competencies:
- ☐ Goal 5: History and the Social and Behavioral Sciences: By meeting the following competencies:
- ☐ Goal 6: The Humanities and Fine Arts: By meeting the following competencies:
- ☐ Goal 7: Human Diversity: By meeting the following competencies:
- ☐ Goal 8: Global Perspective: By meeting the following competencies:
- ☐ Goal 9: Ethical and Civic Responsibility: By meeting the following competencies:
- ☐ Goal 10: People and the Environment: By meeting the following competencies:

Topics to be Covered
Patient Management and Communication
Dental Team Management and Communication
Dental Records Management
Written Business Communication
Electronic and Telecommunications
Appointment Management
Recall Management
Dental Insurance

Inventory control
Accounts receivable
Accounts payable

Student Learning Outcome

Identify the differences between verbal and nonverbal communication.
Identify patient needs and describe methods of providing outstanding customer service.
Analyze the importance of staff communication, management of staff conflict and barriers to staff communication.
Describe good telephone etiquette.
Describe the components of practice records and files.
Identify the functions of computerized practice management systems.
Describe scheduling appointments for maximum efficiency.
Describe recall systems.
Explain the management of an inventory system.
Describe dental insurance processing.
Describe the importance of records management.
Identify the characteristics of effective correspondence.
Discuss accounts receivable and payable.

Is this course part of a transfer pathway: Yes ☐ No ☒

**If yes, please list the competencies below*

Revised Date: 1/18/2022