DEPT. Dental Assisting                      COURSE NO. 1135

NUMBER OF CREDITS: 3 (2 lecture 1 lab)

COURSE TITLE: Dental Practice Management

CATALOG DESCRIPTION
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. 3 Cr (2 lect/pres, 1 lab, 0 other)

AUDIENCE: Students enrolled in the Dental Assisting Program

FULFILLS MN TRANSFER CURRICULUM AREA(S): NONE

PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE: None

LENGTH OF COURSE 1 Semester

THIS COURSE IS USUALLY OFFERED: FALL

Four goals are emphasized in course at Minnesota West Community & Technical College:

1) ACADEMIC CONTENT: Patient relations, office management procedures

2) THINKING SKILLS: The student will be challenged to evaluate information and perform problem solving tasks as it relates to patient relations and business office procedures.

3) COMMUNICATIONS SKILLS: Student improves communication skills in class. Student learns the importance of tactful, assertive and respectful communication with future patients.

4) HUMAN DIVERSITY: Student appreciates the differences in cultural and diverse patient population groups to enhance patient relations.

TOPICS TO BE COVERED: patient communication, patient records, scheduling, recall, filing, insurance, inventory control, accounts receivable and payable
LIST OF EXPECTED COURSE OUTCOMES:

1. Discuss oral communication and identify the differences between verbal and nonverbal communication
2. Identify patient needs and describe methods of providing outstanding customer service
3. Describe the team concept for better communication
4. Describe good telephone courtesy
5. Describe and demonstrate the functions of computerized practice management systems and manual bookkeeping systems
6. Describe the components of practice records and files
7. Describe and demonstrate scheduling appointments for maximum efficiency
8. Describe recall systems
9. Describe management of an inventory system.
10. Describe dental insurance processing

LEARNING/TEACHING TECHNIQUES used in the course are:
- Collaborative Learning
- Problem Solving
- Student Presentations
- Interactive Lectures
- Creative Projects
- Individual Coaching
- Lecture
- Films/Videos/Slides
- Demonstrations
- Other (describe below)
- Lab

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:
- Reading
- Oral Presentations
- Textbook Problems
- Group Problems
- Lectures
- Demonstrations
- Other (describe below)
- Individual Projects
- Collaborative Projects
- Portfolios

EXPECTED STUDENT LEARNING OUTCOMES:

- Define effective written and oral communication.
- Discuss successful interaction with the dental patient.
- Interpret office management responsibilities.
- Demonstrate appointment scheduling, insurance processing, continue care systems and inventory systems in a computer based format.

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The information in this course outline is subject to revision.

Updated Spring 2016