DENT 125: DENTAL PRACTICE MANAGEMENT

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Fall 2023
Credits:	2
Total Contact Hours:	42
Lecture Hours :	42
Lab Hours:	0
Hours Arranged:	0
Outside of Class Hours:	84
Total Student Learning Hours:	126
Prerequisite:	DENT 100; DENT 102 or DENT 104.
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Standard Letter

Catalog Course Description

This course is designed to provide instruction in the application of skills and responsibilities of a business assistant in a dental practice. Fundamentals in basic bookkeeping procedures, communication skills, appointment scheduling, dental insurance, records management, employment preparation, and banking/financial procedures. Instruction includes integration of material through lecture, practical experience and the use of computers. 42 lecture hours.

Course Objectives

- demonstrate knowledge in the basic use of common software applications and dental software
- demonstrate the basic business skills needed in a dental practice
- demonstrate basic communication skills needed and used in a dental practice
- demonstrate the skills needed to obtain employment

Major Course Content

1. Introduction to Practice Management
   a. Business of dentistry
   b. Dental team management
2. Telephone Techniques
   a. Telephones
   b. Etiquette
   c. Speaking voice
   d. Incoming calls
   e. Outgoing calls
   f. Taking messages
3. Patient Managements
   a. Understanding patients' needs
   b. Barriers to communication
   c. Recognizing nonverbal cues
   d. Reception room
4. Records Management
   a. Preparing records for filing
   b. Kinds of filing systems
   c. Electronic files
   d. Types of practice records
   e. Storage supplies
   f. Active/inactive files
   g. Indexing rules
5. Appointment Control
   a. Appointment books
   b. Appointment book matrix
   c. Factors in scheduling
   d. Appointment book entries
   e. Daily schedule
   f. Appointment control for the expanded duty assistant
6. Dental Insurance
   a. Introduction
   b. Types of prepaid programs
   c. Terminology
   d. Preparing claim forms
   e. Coordination of benefits
   f. Fraud
7. Accounts Receivable Bookkeeping
   a. Introduction of dental bookkeeping
   b. Types of accounts receivable systems
   c. Components of computerized system
   d. Collection agencies
   e. Statements
8. Computers in the Dental Office
   a. Information systems
   b. Operations of a computer
   c. Software
9. Financial Systems
   a. Establishing a checking account
   b. Deposits
   c. Reconciling the bank statement
   d. Petty cash
   e. Payroll
10. Recall
    a. Purpose and objective
    b. Systems
    c. Establishing a system
11. Written Communication
    a. Letter writing
    b. Envelopes
    c. Other types of communication
12. Marketing Your Skills
    a. Career goals
    b. Philosophy
    c. Obtaining employment
       i. job application
       ii. resume/cover letter
       iii. interview

Computer Software Content

1. Review the use of Microsoft Word
2. Produce professional letterhead and letters using a word processing software
3. Respond professionally to various telephone scenarios
4. Alphabetize a list of patients in proper name units
5. Prepare a resume, a cover letter and thank you for interview letter
6. Financial Systems
   a. Prepare deposit slip
   b. Reconcile a bank statement
   c. Prepare checks and keep an accurate balance in the check stub
7. Schedule appointments using paper and computerized appointment books
8. Complete insurance forms
9. Accounts Receivable
   a. Use the computerized dental practice management bookkeeping system

Suggested Reading Other Than Required Textbook

Assigned reading

Examples of Required Writing Assignments

Resume Job Application Cover letter Interview Thank you letter

Examples of Outside Assignments

Using the current Practice Management software computer program and the additional information provided, complete the following three tasks in lab. 1.Add a new account for the person responsible for the account. 2.Add the patient listed under Patient Information as a new patient to the account just entered. 3.Schedule the patient for appointments on the following day_____, according to the information provided.

Prepare a letter of application and a resume as if you are applying for one of the jobs listed in the textbook. Then prepare a letter to thank the dentist for the interview.

Instruction Type(s)

Lecture, Online Education Lecture