CHATTANOOGA STATE COMMUNITY COLLEGE
CHATTANOOGA, TENNESSEE
NURSING AND ALLIED HEALTH DIVISION

MASTER SYLLABUS

DAST 1160 DENTAL OFFICE MANAGEMENT
Revised 10/4/2010

Instructor: Mark Matney
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Credits/Class Hours/Lab Hours: 3/3/0
Semester: Spring 2011
Classroom: Virtual classroom

CATALOG COURSE DESCRIPTION:
Preparation to serve as a dental receptionist or dental office manager; includes insurance claims, appointment control, records management, payment plans, collections, disbursements, and inventory control.

ENTRY LEVEL SKILLS:
High School diploma or equivalent, (GED).

PREREQUISITE:
Satisfactory completion of all fall dental assisting classes: DAST1120, DAST1130, DAST1140, DAST1150, or permission of instructor.

COREQUISITES:
DAST1121, DAST 1131, DAST1170, or permission of instructor.

TEXTBOOK:
Finkbeiner, B. L., & Finkbeiner, C. A. (2011). *Practice management for the dental team.* (7th ed.). St. Louis, MO: Mosby.

Login to DAST 1160: elearn@chattanoogastate.edu

OTHER REFERENCE MATERIAL BASIC TO COURSE:

Bird, D. L., & Robinson, D. S. (2009). (Torres & Ehrlich) *Modern dental assisting.* (9th ed.). St. Louis, Missouri: Saunders.

Workbook that accompanies MDA text by Bird & Robinson, 9th ed.

Blair, C. (2006). *Coding with confidence: The "go to" guide for CDT 2007/2008*. Mount Holly, NC: Dr. Charles Blair & Associates, Inc.

Gaylor, L. J. (2007). *The administrative dental assistant.* (2nd ed.). St. Louis, MO: Saunders.

Student Learning Outcomes

PSLO 2 Demonstrate dental assisting skills.
CSLO1 Systematically collects diagnostic data.
CSLO 2 Perform a variety of clinical supportive procedures.
CSLO 3 Perform a variety of intraoral functions.
CSLO 4 Perform a variety of specialty procedures.
CSLO 5 Perform a variety of preventive procedures.
CSLO 6 Perform a variety of business office procedures.
CSLO 7 Perform a variety of laboratory procedures.
CSLO 8 Manage infection and hazard control protocol consistent with published professional guidelines to include OSHA and CDC.
PSLO 3 Demonstrate professional behaviors
CSLO 9 Work and communicate effectively with patients and health professionals as a professional dental assistants.
CSLO 16 Demonstrate a basic understanding of legal considerations related to dentistry.
CSLO 17 Students must become Registered as a Dental Assistant in Tennessee (or meet the requirements to practice in another state).
CSLO 18 Students must become prepared for Certification by the Dental Assisting National Board.

Program Student Learning Outcomes (PSLO's). The Dental Assisting Program Student Learning Outcomes were developed using:

- The Accreditation Standards for Dental Assisting Programs published by the Commission on Dental Accreditation (2009)
- The Content outline for the Dental Assisting National Board Exam (2009)
- The Rules and Regulations of the Tennessee Board of Dentistry 0460-.04 Rules Governing Dental Assistants

CSLO:	*CSLO 6*	CSLO 9
Assessments:	*RQ Ch. 1 - 18* *WB Ch. 1 - 18* *Working forms* *Test 1: Dentistry as a Business, Ch. 1 - 6* *Test 2: Documents & Records, Ch. 7, 8*	Work Ethics Appraisal

	Test 3: Communications, Ch. 9, 10 *Test 4: Appointment Systems, Ch. 11, 12* *Test 5: Inventory & Insurance, Ch. 13, 14* *Test 6: Finance Systems & Job Placement preparation, Ch. 15 - 18* *Resume/Cover letter* *Mock Interview* *Interactive CD-ROM exercises* *Final Exam*	

Topics

Part I Dentistry as a Business

The Business of Dentistry (Finkbeiner Ch. 1)
Dentistry as a Service Profession
Leadership in the 21st Century
Personal Characteristics of an Effective Leader

Dental Team Management (Finkbeiner Ch. 2)
Establishing Practice Goals and Objectives
Business Office Etiquette
The Shifting Role of the Administrative Assistant
Staff Management
Staff Communication
Advantages of Hiring a Skilled Administrative Assistant
Time Management
Designing a Procedure Manual
Hiring Practices

Patient Management (Finkbeiner Ch. 3)
Understanding Patient Needs
Barriers to Patient Communication
Improving Verbal Images
The Patient
Reception Room Techniques
Office Policy
Marketing

Legal and Ethical Issues in the Dental Business Office (Finkbeiner Ch. 4)
Definition of Law
Crimes and Torts

Dental Practice Act
Professional Standards
Code of Ethics
Ethical and Legal Considerations for the Business Office
Consent
Managed Care
Risk Management Programs
Abandonment
Fraud
Records Management
Defamation of Character
Negligence
Invasion of Privacy
Good Samaritan Law
Americans with Disabilities Act
Computer Security
Twelve Steps to Making Ethical Decisions

Technology in the Business Office (Finkbeiner Ch. 5)
Information Systems
Operations of an Information System
Profitability of the Information System
Software Selection
Integrated Applications
Implementing the Change to Computerization
Summary of New Technology in the Business Office

Office Design and Equipment Placement (Finkbeiner Ch. 6)
Physical Environment
Office Design and the American with Disabilities Act
Season Affective Disorder
Design of the Reception Room
Design of the Business Office
Principles of Time and Motion
Body Positioning
Health and Safety Issues
Selecting Office Supplies

Part II Communication Management

Working with Dental Office Documents (Finkbeiner Ch. 7)
Health Insurance Portability and Accountability Act
Records Management
Categories of Records
Types of Patient Records
Charting Symbols and Abbreviations
Records Retention
Records Transfer
Records Maintenance
Occupational Safety and Health Administration Records

Storage of Business Records (Finkbeiner Ch. 8)
Preparing Records for Filing
Classification of Filing Systems
Electronic Files
Storage Equipment

Storage Supplies
Managing Workstation Records Effectively

Written Communication (Finkbeiner Ch. 9)
Letters
Newsletters as Marketing Devices
Selecting Stationery Supplies
Characteristics of an Effective Letter
Parts of a Business Letter
Punctuation Styles in Business Letters
Capitalization
Telephone Numbers
Preparing an Effective Letter
Preparing the Envelope
Electronic Mail
Other Types of Written Communication
Managing Office Mail

Telecommunications (Finkbeiner Ch. 10)
Telecommunications in Dentistry
Developing Effective Telephones Etiquette

Part III Business Office Systems

Appointment Management Systems (Finkbeiner Ch. 11)
Selection of a Traditional Appointment Book
Options for the Electronic Appointment Book
Designing the Appointment Book Matrix
Important Factors in Scheduling Appointments
Dentist’s Biological Clock
Entering Appointments
Daily Appointment Schedule
Appointment Call List
Scheduling Patients in an Advanced-Function Practice

Recall Systems (Finkbeiner Ch. 12)
Keeping Patients Informed
Types of Recall Systems
Establishing a Recall System

Inventory Systems and Supply Ordering (Finkbeiner Ch. 13)
Types of Supplies
Designing an Inventory System
Maintaining the Inventory System

Dental Insurance (Finkbeiner Ch. 14)
Dental Benefits Programs
Preparing Dental Claim Forms
Coordination of Benefits
Reviewing the Completed Claim Form
Payment Voucher and Check
Medicaid Claim Forms
Veterans Administrative Claim Form
Guidelines for Preparing Claim Forms
Insurance Fraud

Bookkeeping Systems – Accounts Receivable (Finkbeiner Ch. 15)
Understanding Basic Mathematical Computations
Decimals
Types of Bookkeeping Systems
Special Problems
Statements
Establishing Financial Arrangements
Using a Credit Bureau
Collection Procedures

Other Financial Systems (Finkbeiner Ch. 16)
Determining a Budget
Bank Accounts
Electronic Banking
Establishing a Checking Account
Deposits
Reconciling the Bank Statement
Recording Business Expenses
Maintaining Payroll Records
Initial Payroll Procedures
Employee Earnings Record
Accounts Payable Software

Infection Control Systems (Finkbeiner Ch. 17)
Disease Transmission
Infection Control in the Dental Office
Infection Control Techniques
Educating Patients about Infection Control Programs
Infectious Waste Disposal in the Dental Office

Part IV The Dental Assistant in the Workplace

Planning and Managing Your Career Path (Finkbeiner Ch. 18)
Preparing for the Job Search
Self-Assessment
Marketing Your Skills
Job Priorities
Potential Areas of Employment
Where Do You Begin to Find Employment Opportunities?
Preparing Employment Data
Completing the Job Application Form
Preparing for the Personal Interview
Hints for Success as Part of the Dental Team
Asking for a Raise
Job Termination
Attitudes for Continued Success

Instructional Activities (Learning Activities)

Activities may include but are not limited to the following:

LA1 Students will use the e-Learn website to participate in the following learning activities:
- A. View PowerPoint presentations.
- B. Check MDA workbook chapter answers.
- C. Participate in discussion boards.
- D. Take tests.

E. Access related websites.

LA2 Students will complete homework assignments to strengthen their depth of understanding of subject matter through:

A. Reading assigned content in texts and complete recall questions.
B. Completion of assigned MDA workbook chapters.
C. Utilize enclosed Patterson EagleSoft student edition CD.
D. Use of Evolve learning resources (games, labeling exercises, etc.).
E. Taking Evolve practice tests.

LA3 Virtual classroom activities include:

A. Threaded discussions.
B. Critical thinking.
C. Ethical and legal considerations.

Assessment

Testing Procedures* 35% of grade.

Test 1: Dentistry as a Business, Ch. 1 – 6
Test 2: Documents & Records, Ch. 7, 8
Test 3: Communications, Ch. 9, 10
Test 4: Appointment Systems, Ch. 11, 12
Test 5: Inventory & Insurance, Ch. 13, 14
Test 6: Finance Systems & Job Placement preparation, Ch. 15 – 18

Assignments 30% of grade.

Recall Questions Finkbeiner Ch. 1 – 18
Workbook Finkbeiner Ch. 1 – 18
Participation (Discussion Board)

Final Exam 35% of grade.

Total 100%

*Tests are designed to measure the learning outcomes stated in the master syllabus. They may be multiple choice, true/false, matching, short answer, or essay questions.

Grading Scale (Departmental)

90 – 100 = A
80 – 89 = B
75 – 79 = C
65 – 74 = D
Below 65 = F

A grade of “C” or better is required to receive credit for this class.

Course Delivery Format Options

On-line Format – This format requires that the entire class be conducted online. The syllabus, course material, contact information, and presentations will be provided online through the course management system. Assessments may be conducted online or in a proctored environment.

College Policies

ADA Statement

Students who have educational, psychological, and/or physical disabilities may be eligible for accommodations that provide equal access to educational programs and activities at Chattanooga State. These students should notify the instructor immediately, and should contact Disabilities Support Services within the first two weeks of the semester in order to discuss individual needs. The student must provide documentation of the disability so that reasonable accommodations can be requested in a timely manner. All students are expected to fulfill essential course requirements in order to receive a passing grade in a class, with or without reasonable accommodations.

Disruptive Students

The term "classroom disruption" means – student behavior that a reasonable person would view as substantially or repeatedly interfering with the activities of a class. A student who persists in disrupting a class will be directed by the faculty member to leave the classroom for the remainder of the class period. The student will be told the reason(s) for such action and given an opportunity to discuss the matter with the faculty member as soon as practical. The faculty member will promptly consult with the division dean and the college judicial officer. If a disruption is serious, and other reasonable measures have failed, the class may be adjourned, and the campus police summoned. Unauthorized use of any electronic device constitutes a disturbance. Also, if a student is concerned about the conduct of another student, he or she should please see the teacher, department head, or division dean.

Affirmative Action

Students who feel that he or she has not received equal access to educational programming should contact the college affirmative action officer.

Academic Integrity/Academic Honesty

In their academic activities, students are expected to maintain high standards of honesty and integrity. Academic dishonesty is prohibited. Such conduct includes, but is not limited to, an attempt by one or more students to use unauthorized information in the taking of an exam, to submit as one's own work, themes, reports, drawings, laboratory notes, computer programs, or other products prepared by another person, or to knowingly assist another student in obtaining or using unauthorized materials. Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions, which may be imposed through the regular institutional procedures as a result of academic misconduct, the instructor has the authority to assign an "F" or zero for an activity or to assign an "F" for the course.

Email Communication

Please note all communication with instructors about your course work should be through the eLearn Email system. For assistance on how to use the eLearn Email tool go to this url: http://river.chattanoogastate.edu/orientations/Student_PDFs/eLearn_eMail_aug09.pdf.

For all other communication the official email system used by the college is through Tiger Mail. This is accessible by clicking the blue paw icon from the top right hand side of your Tiger Web home page https://tigerweb.chattanoogastate.edu/cp/home/displaylogin.

The instructor reserves the right to modify this syllabus in writing during the course of the semester.

Instructor Policies

Assignments will not be accepted late.

Tests may not be made up except in extenuating circumstances. There is no “curve”. If a test is missed, a “0” will be recorded for that grade. No test grade is “dropped

Chapter Recall Questions must be submitted by Dropbox through E-learn and must be in Microsoft Word format. If you have MS **Works** and not **Word**, you will have to download a **FREE** and similar version of MS Word 97-2007 from http://www.openoffice.org/

Academic Calendar

Refer to academic calendar at www.chattanoogastate.edu