



AAS Program      Category      List Additional Programs and Category:

BAS Program      Category       Developmental/Remedial

Other/Additional: Explain:

See Curriculum Action Request (CAR) form for the college-wide general education and/or program SLOS this course supports.

This course outline is standardized and/or the result of a community college or system-wide agreement.  
Responsible committee:

5. Student Learning Outcomes (SLOs): List one to four inclusive SLOs.

*For assessment, link these to #7. Recommended Course Content, and #9. Recommended Course Requirements & Evaluation. Use roman numerals (I., II. III.) to designate SLOs*

On successful completion of this course, students will be able to:

I. Demonstrate all duties assigned to dental office staff to a standard level of proficiency.

II. Demonstrate orally and in writing, theoretical information and demonstrate all dental office skills and techniques.

III.

IV.

6. Competencies/Concepts/Issues/Skills

*For assessment, link these to #7. Recommended Course Content, and #9. Recommended Course Requirements & Evaluation. Use lower case letters (a., b., c...n.) to designate competencies/skills/issues*

On successful completion of this course, students will be able to:

a. Describe an understanding of the importance of and the various means of achieving good communication in the dental office.

b. Understand and describe the skills needed to achieving patient satisfaction by meeting patient needs.

c. Demonstrate the use of the phone with courtesy and effectiveness.

d. Write effective business letters and other communication to support the dental practice.

e. Describe methods to market the dental practice.

f. Demonstrate an understanding of ways to foster teamwork and reduce stress in the dental office.

g. Describe an understanding of how to maintain adequate patient and practice records.

h. Organize and implement an efficient filing system.

i. Schedule appointments effectively and implement a preventive recall program.

j. Organize and implement an efficient inventory management system.

k. Describe the steps in handling equipment repairs.

l. Describe manual and computerized bookkeeping systems.

m. Manage collections effectively, including accounts receivable and accounts payable.

n. Process and write checks.

o. Describe an understanding of the purpose of business summaries.

p. Identify common payroll deductions.

q. Describe an understanding of the purpose of dental insurance.

r. Identify the types of prepaid dental programs.

s. Use basic dental insurance terminology.

t. Identify insurance fraud.

- u. Identify career opportunities.
- v. Prepare for a job interview.
- w. Prepare a letter of application, resume, and job application form.
- x. Negotiate a salary.
- y. Describe an understanding of the elements of an employment agreement.
- z. Describe the steps for job termination.
- aa. Achieve career objectives.

#### 7. Suggested Course Content and Approximate Time Spent on Each Topic

*Linked to #5. Student Learning Outcomes and # 6 Competencies/Skills/Issues*

- 1 week      Orientation to the dental profession, including role of the administrative dental assistant; communication skills and telephone techniques (I, II, a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t)
- 2 weeks      Written correspondence and marketing; dental basics including basic dental office design and anatomy of treatment room (I, II, d, e)
- 2 weeks      Patient clinical records, patient scheduling, and the computerized dental practice (I, II, b, c, g, i)
- 1 week      Information management (I, II, g, h)
- 2 weeks      Financial arrangements and collection procedures; accounts receivable and accounts payable (I, II, l, m, n, o, p)
- 1 week      Inventory management, office equipment, and equipment repairs (I, II, j, k)
- 1 week      Patient relations including problem-solving and providing outstanding customer service; dental healthcare team communications (I, II, a, b, c, d, f)
- 1 week      Dental insurance processing (I, II, q, r, s, t)
- 1 week      Dental patient scheduling, patient recall systems (I, II, b, c, i)
- 3 weeks      Employment strategies, achieving career objectives (I, II, u, v, w, x, y, z, aa)

#### 8. Text and Materials, Reference Materials, and Auxiliary Materials

Appropriate text(s) and materials will be chosen at the time the course is offered from those currently available in the field. Examples include: Gaylor, L., *The Administrative Dental Assistant*, current edition, Elsevier.

Appropriate reference materials will be chosen at the time the course is offered from those currently available in the field. Examples include: Gaylor, L., *The Administrative Dental Assistant: Workbook*, current edition, Elsevier.

Bird, D. and Robinson, D., *Torres and Ehrlich Modern Dental Assisting*, current edition, Elsevier.

Bird, D. and Robinson, D., *Student Workbook to Accompany Torres and Ehrlich Modern Dental Assisting*, current edition, Elsevier.

Durley, C. et al., *The DANB Review*, current edition, Dental Assisting National Board.

Durley, C. et al., *DANB's Glossary of Dental Assisting Terms*, current edition, Dental Assisting National Board.

Mosby et al., *Mosby's Dental Dictionary*, current edition, Elsevier.

Mosby et al., Review Questions and Answers for Dental Assisting, current edition, Elsevier.

Appropriate auxiliary materials will be chosen at the time the course is offered from those currently available in the field. Examples include: State of Hawaii Department of Commerce and Consumer Affairs, Hawaii Administrative Rules Title 16, Chapter 79, Dentists and Dental Hygienists.

State of Hawaii Department of Commerce and Consumer Affairs, Hawaii Revised Statutes Chapter 448, Dentistry.

#### 9. Suggested Course Requirements and Evaluation

*Linked to #5. Student Learning Outcomes (SLOs) and #6 Competencies/Skills/Issues*

Specific course requirements are at the discretion of the instructor at the time the course is being offered.

Suggested requirements might include, but are not limited to:

- Prompt attendance is required at all class sessions. (I, II, a - aa)
- Students will be responsible for completing all assigned reading material in text before each class session. (I, II, a - aa)
- Complete various learning skills exercises. (I, II, a, b, c, d, f, g, h, i, j, k, m, n, w)
- Complete various competency exercises. (I, II, a, b, c, d, f, g, h, i, j, k, m, n, w)
- Complete all projects. (I, II, a - aa)

#### GRADING AND EVALUATION

Quizzes	15% (I, II, a - aa)
Projects	30% (I, II, e, g, h)
Competency and learning skills exercises	15% (I, II, a, b, c, d, f, g, h, i, j, k, m, n, w)
Midterm exam	10% (I, II, a - aa)
Final exam	20% (I, II, a - aa)
Attendance/ Attitude	10% (I, II, a - aa)

#### 10. Methods of Instruction

Instructional methods will vary considerably by instructor. Specific methods are at the discretion of the instructor teaching the course and might include, but are not limited to:

- Participation in class lecture/ discussion.
- Group projects.
- Reading assigned portions in textbooks, journal articles, and/ or modules.
- Viewing various audiovisual materials.
- Participation in class exercises such as role-plays and simulations.
- Demonstration and simulation.
- Discovery learning.
- Guest speakers.

#### 11. Assessment of Intended Student Learning Outcomes Standards Grid attached