



# BROWARD COMMUNITY COLLEGE

## COURSE OUTLINE

**LAST REVIEW:** 2010 - 2011

**NEXT REVIEW:** 2015 - 2016

**STATUS:** A  
*(A, I, D)*

**COURSE TITLE:** Dental Psychology

**COMMON COURSE NUMBER:** DEA 0150

**CREDIT HOURS:** 1

**CONTACT HOUR BREAKDOWN**

*(per 16 week term)*

**CLOCK HOURS:** 30  
*(Voc. Course ONLY)*

Lecture: 2      Lab: n/a

Clinic: n/a      Other: n/a

**PREREQUISITE(S):** DEA 0025, DEA 0000, DES 0840

**COREQUISITE(S):** n/a

**PRE/COREQUISITE(S):** DES 0801

**COURSE DESCRIPTION** *(750 characters, maximum):*

This course will offer material on the basic theories of psychology which enable the dental assistant to possess a greater understanding of why people act as they do. Included in the course are practical techniques for effective patient management and basic guidelines for establishing a better interpersonal relationship among the dental assistant, dental staff and the dental patient

### **UNIT TITLES**

1. Cultural Competence in Health Care
2. Patient Management in the Dental Office
3. Psychology and the Dental Team/Employer



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### ASSESSMENT:

GRADING: Grading will be determined by:

Cultural Presentation	20%
Exercises	10%
Class Participation	10%
Resume	15%
Required Essay (1,000 words minimum)	45%

Exercises: in class assignments comprised of a question or topic requiring the student to answer or address

The student's letter grade for the course will be determined by the departmental percentage scale:

92 - 100 = A
83 - 91 = B
75 - 82 = C
66 - 74 = D
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F

Any final grade of "C" or higher must be achieved in all Dental Assisting courses for continuance in the Program.

If a student commits any act of academic dishonesty according to BC Policy 6Hx2-5.02, such as but not limited to cheating or plagiarism, that student will receive an "F" grade for the course and may also be subject to disciplinary procedures in accordance with college policy. The Student Code of Conduct, BC Policy 6Hx2-5.02, gives a description of what acts may constitute academic dishonesty. These descriptions are also included in the BC Student Handbook and in the BC College Catalog. (Be aware as stated in the Dental Assisting Student Handbook any act of Academic Dishonesty will result in the immediate dismissal of the student from the Dental Assisting Program and does not merit previous written warning.)

### DISRUPTIVE STUDENT POLICY:

All students will be bound by BC policy 6Hx2-5.19. Students who cannot conform to the standards of appropriate behavior as set forth in Broward College Policy 6Hx2-5.02, Student Responsibilities, shall not be permitted to interfere with other students' access to a college education. If in the opinion of the faculty the student is disruptive, faculty may ask a student to leave the classroom for the class period. The student will be permitted to return upon the permission of the faculty.

### ATTENDANCE:

Attendance and punctuality are highly recommended for each course. When the student is absent or late the student must call the course instructor as early as possible to inform the instructor. If the instructor cannot be reached then call the Associate Dean at 954-201-6904. If it is necessary to leave a message at either location please include a telephone number where you can be reached. Absences are recorded in the PARTICIPATION portion of your final grade.

Non-Class Days: Should unanticipated circumstances that are beyond anyone's control or when concerns are raised about the safety and/or security of the students, faculty, and staff, the President or his/her designee has the authority to close a campus or the College. For purposes of grading and



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attendance policies, the day(s) during which the campus/college is closed shall be considered a non-class day(s). When this occurs, each faculty member shall determine how best to make up the lost class time.

**Excused/Non-Penalized Absences:** There shall be no penalty for a student who is absent from academic activities because of religious holy day observances in his/her own faith, the student's serious illness, a death in the immediate family, or attendance to statutory governmental responsibilities. The student is responsible to bring documentation of any of these to the faculty member within ten days of this absence. In the case of jury duty, please contact the Associate Dean to receive a letter of full time student status to present to the courts for deferral.

**Student Responsibilities Relative to Excused/Non-Penalized Absences:** A student shall notify instructors in advance of absence(s) to observe a religious holy day(s) in his/her own faith, and shall likewise notify instructors in advance of other absences when practicable under the circumstances. "Death in the immediate family" shall be interpreted to mean mother, father, spouse, child, brother, sister, grandparents, or grandchildren. "Statutory governmental responsibilities" refer to such matters as jury duty, subpoena for court appearance or unplanned military obligation. If a non-penalized absence occurs on the first day of class, the student shall notify the instructor of the reason for his/her absence at the next class meeting. Documentation for non-penalized absences must be presented by the student to the faculty member within ten days of this absence. The student shall be responsible for the material covered in his/her absence and shall be granted a reasonable amount of time to make up any work or test missed for excused/non-penalized absences.

### **Important Notice**

Starting fall 2007, faculty will report student non-attendance. If you stop attending class *prior* to the withdrawal date, you will be administratively withdrawn from class and receive a **W** or, if it is your third attempt, an **F**.

If you stop attending class *after* the withdrawal date, you will receive a **WF** that will then be computed as an **F** in your **GPA**. To avoid this situation, you should remain an active learner in this class and always communicate extenuating circumstances to me. Ongoing communication with the instructor is critical to your course success.

If a student does not attend classes within two weeks after the Drop/Add period in each session, he/she will be withdrawn from classes or receive a failing grade for non-attendance. In either case, no refund will be given.

Requirements for class attendance are determined by the instructor and will be outlined in the course syllabus. It is the student's responsibility to attend classes to ensure that he/she is properly enrolled.



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### UNITS

#### Unit 1

##### General Outcome:

- 1.0 The student shall:** Explain the health beliefs of different cultures, how this affects health care in North America and the necessity of understanding cultural differences in the dental office.

##### Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1** Define psychology.
- 1.2** Identify the characteristic of a professional.
- 1.3** Identify your personal values
- 1.4** State the effect cultural differences have on health care in United States.
- 1.5** Describe methodologies used by the health care professional when treating a person from a different culture.
- 1.6** Discuss the various influences on behavior.



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### Unit 2

#### General Outcome:

- 2.0 The student shall:** Explain the importance of the philosophy of individual worth and understanding self and how it relates to proper patient management.

#### Specific Measurable Learning Outcomes:

**Upon successful completion of this unit, the student shall be able to:**

- 2.1** Discuss the psychological implications of the oral cavity throughout the stages of life.
- 2.2** Identify the various attitudes that patients have towards dentistry.
- 2.3** Contrast the verbal and non-verbal communication patients exhibit.
- 2.4** List the common sources of fear and anxiety of patients.
- 2.5** Compare the techniques used to reduce patient anxiety and fear.
- 2.6** Define Maslow's theory
- 2.7** Contrast the difference between the "well adjusted" and the "poorly adjusted" person.
- 2.8** Give examples of different defense mechanisms.
- 2.9** Discuss how to deal with inner conflict
- 2.10** Describe the patient management techniques when working in the dental office.
- 2.11** Describe dental office risk management and its role in patient management.



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### Unit 3

#### General Outcome:

- 3.0 The student shall:** Identify the necessary tools and task to be gainfully be employed and maintain the position.

#### Specific Measurable Learning Outcomes:

**Upon successful completion of this unit, the student shall be able to:**

- 3.1** List the sources available when seeking employment.
- 3.2** Prepare your personal resume.
- 3.3** Discuss what information you need to obtain during an interview for a position.
- 3.4** State examples of your strengths and your weaknesses
- 3.5** Explain the importance of job satisfaction and how it can be obtained.
- 3.6** Participate in role playing scenarios of specified problems that are encountered in the "real world".
- 3.7** Identify your goals, both long term and short term.