



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

**LAST REVIEW:** 2006-7      **NEXT REVIEW:** 2011-12      **STATUS:** A

**COURSE TITLE:** Dental Office Management

**COMMON COURSE NUMBER:** DES 0501

**CREDIT HOURS:** 39

**CONTACT HOUR BREAKDOWN**  
*(per 16 week term)*

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

Lecture: n/a      Lab: n/a

Clinic: 2.4      Other: n/a

**PREREQUISITE(S):** DEA 0025

**COREQUISITE(S):** DES 0801

**COURSE DESCRIPTION:** The study of the efficient dental office management. Basic concepts to be presented will include telephone etiquette and communication, guidelines for better interpersonal relations, methods for effective appointment control, dental bookkeeping systems and practices, business writing, techniques of collecting and billing, filing of patients' records and procedures for tax and health insurance forms. Computer proficiency must be demonstrated by the student for completion.

## UNIT TITLES

1. The Administrative Assistant
2. Appointment Control
3. Records Management
4. Accounts Receivable
5. Prepaid Dental Plans
6. Purchasing and Maintaining Supplies
7. Accounts Payable
8. Tax Forms
9. Written Communication
10. New Technology in the Business Office



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## ASSESSMENT:

### GRADING:

Abstracts from Journal Articles 20%

Unit Tests (information TBA) 55%

Final Examination 15%

Class Participation 10%

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

F



**UNITS**

**Unit 1      The Administrative Assistant**

**General Outcome:**

**1.0 The student shall:** Describe the professional behavior of the administrative assistant.

**Specific Measurable Learning Outcomes:**

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

- 1.1** List the duties of the administrative assistant.
- 1.2** Discuss the education and training of the administrative assistant.
- 1.3** Explain the importance of a pleasant speaking voice in telephone technique.
- 1.4** Discuss telephone etiquette and its importance in the dental office.
- 1.5** Demonstrate good telephone technique in given situations.
- 1.6** Discuss techniques used in the reception and dismissal of patients.



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**Unit 2      Appointment Control**

**General Outcome:**

2.0 **The student shall:** State the responsibilities of the administrative assistant for scheduling appointments.

**Specific Measurable Learning Outcomes:**

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

- 2.1 Discuss appointment book design.
- 2.2 Explain how to outline the appointment book.
- 2.3 Determine the appropriate way to schedule an appointment in a given situation.
- 2.4 State the purpose of having a “call list”.
- 2.5 Explain what a daily schedule is and how it is used.
- 2.6 Discuss the importance of a preventive recall system to the patient and the dentist.
- 2.7 Explain how to calculate the patients recall date.
- 2.8 Name the three types of recall systems.
- 2.9 Discuss the advantages and disadvantages of each system.



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**Unit 3      Records Management**

**General Outcome:**

- 3.0 **The student shall:** Describe records management in terms of filing systems, indexing and charting.

**Specific Measurable Learning Outcomes:**

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

- 3.1 Define filing.
- 3.2 Give examples of clinical records and business records.
- 3.3 Name the basic filing systems that are used in a dental office.
- 3.4 Give examples of how these filing systems are used.
- 3.5 Define the terms:
- |          |      |         |            |
|----------|------|---------|------------|
| Indexing | Unit | Surname | Given name |
|----------|------|---------|------------|
- 3.6 Demonstrate the indexing rules in the assigned exercises.
- 3.7 Determine whether a chart should be stored in active, inactive or storage in given situations.
- 3.8 Review charting methods and symbols.
- 3.9 Match charting terms with appropriate abbreviations or symbols.



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**Unit 4      Accounts Receivable**

**General Outcome:**

- 4.0 **The student shall:** Describe the accounts receivable and accounts payable systems that can be utilized.

**Specific Measurable Learning Outcomes:**

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

- 4.1 Define the following terms:

Bookkeeping	accounts receivable	transaction
earnings	accounts payable	
income	overhead	

- 4.2 Discuss the two accounts receivable systems that may be used in a dental office.
- 4.3 Discuss how to prepare a bank deposit.
- 4.4 Determine the various methods of payment for services rendered.
- 4.5 Explain the reasons patients do not pay their dental bills.
- 4.6 Name the methods used to collect overdue accounts.
- 4.7 Discuss the Federal Fair Debt Collection Practice Act.



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**Unit 5      Prepaid Dental Plans**

**General Outcome:**

**5.0 The student shall:** Discuss the impact dental insurance has on dentistry and the various types of insurance plans available.

**Specific Measurable Learning Outcomes:**

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

- 5.1 Discuss the impact that dental insurance has had on dentistry.
- 5.2 Compare the major types of dental health programs that are available.
- 5.3 Discuss the various types of prepaid dental programs.
- 5.4 Give the meanings of the following terms:
 

beneficiary	family deductible
insured	co-payment
subscriber	exclusions
spouse	cosmetic dentistry
child	annual maximum
eligible individual	lifetime maximum
carrier	alternate procedure policy
insurer	assignment of benefits
third party	coordination of benefits
provider	dual coverage
primary carrier	individual deductible
Schedule of Benefits	secondary carrier
deductible	birthday rule
Usual, Customary and Reasonable (UCR)	
HIPAA	
- 5.5 Explain the usage of the “Superbill”.
- 5.6 State the basic rules for processing claim forms.
- 5.7 Give the steps in the claim processing procedure.
- 5.8 Define how HIPAA applies to third party payment and the front office.
- 5.9 Discuss dual coverage and how to handle it in the office.



**Unit 6 Purchasing and Maintaining Supplies**

**General Outcome:**

- 6.0 The student shall:** Describe the organization of purchasing and maintain supplies.

**Specific Measurable Learning Outcomes:**

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

- 6.1** Discuss the importance of ordering and maintaining the supplies of the office.
- 6.2** Name the various sources of supplies.
- 6.3** Classify the types of supplies and give examples of each type.
- 6.4** Explain how to operate the card-file inventory system.
- 6.5** Explain how to operate the maximum – minimum list inventory system.
- 6.6** List the factors that influence the ordering of supplies.
- 6.7** Discuss what to do after an order is delivered to the office.
- 6.8** Distinguish the difference between a back order and a credit memo.



**Unit 7      Accounts Payable**

**General Outcome:**

7.0 **The student shall:** Describe the procedures for paying office bills.

**Specific Measurable Learning Outcomes:**

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

7.1 Define accounts payable.

7.2 Explain the purpose of the “Petty Cash Fund” and how to operate it.

7.3 Discuss the procedure for payments of office bills.

7.4 Define the following terms:

check	bank statement
payee	canceled checks
maker	debit
check register	deposits in transit
blanket endorsement	outstanding checks
non-negotiable	reconcile
restrictive endorsement	

7.5 Discuss the rules for the writing of checks.

7.6 Distinguish the difference between a blanket endorsement and a restrictive endorsement.

7.7 Explain the purpose of a stop-payment order and what is involved in this procedure.

7.8 Explain the steps that are taken to handle an NSF check.

7.9 List the steps in reconciling a bank statement.

7.10 Discuss monthly and annual summary forms and their purpose.



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**Unit 8 Tax Forms**

**General Outcome:**

**8.0 The student shall:** Describe the tax forms and the maintenance of tax records.

**Specific Measurable Learning Outcomes:**

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

- 8.1** Discuss the importance of maintaining accurate tax records.
- 8.2** Distinguish the difference between a W-4 form and W-2 form.
- 8.3** Explain what happens to the four copies of a W-2 form.
- 8.4** Discuss the Federal Insurance Contribution Act and how it operates.
- 8.5** Calculate the difference between gross salary and net salary in a given situation.
- 8.6** Discuss the advantages of job benefits vs. a higher salary.



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**Unit 9      Written Communication**

**General Outcome:**

- 9.0 **The student shall:** Describe the proper way to write letters and office correspondence.

**Specific Measurable Learning Outcomes:**

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

- 9.1 Describe the various types of written communication in a dental office.
- 9.2 Identify the characteristics of effective correspondence.
- 9.3 Identify the parts of a letter.
- 9.4 Review rules of punctuation and capitalization.
- 9.5 Describe the basic steps for preparing written communication.
- 9.6 Know and utilize appropriate email ethics and etiquette.
- 9.7 Applying various formatting styles to written communication.
- 9.8 Identify classification of mail.
- 9.9 Identify special mail services.
- 9.10 Know the functions if a postage meter.
- 9.11 Proper packaging of lab cases/sorting mail.



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**Unit 10                      New Technology in the Business Office**

**General Outcome:**

10.0 **The student shall:** Describe the technology available for office management.

**Specific Measurable Learning Outcomes:**

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

- 10.1 Define “new technology” terms (Chapter 5, Box 5-2).
- 10.2 Describe the elements of information systems.
- 10.3 Know the difference between a manual office and an office with “new” technology.
- 10.4 List types of electronic office equipment used in new technology.
- 10.5 Explain the four operations of a computer.
- 10.6 Discuss dental software, word processing, electronic spreadsheet, database, graphics and internal software.
- 10.7 Explain how technology is used to increase profitability.
- 10.8 Describe the application of technology to a dental practice.
- 10.9 Explain the purpose of a feasibility study.
- 10.10 Explain the difference between general and specific task software.
- 10.11 Explain why implementing a change to a computer system is important to all staff members.
- 10.12 Demonstrate computer skills.
- 10.13 Obtain various information from the internet/explain how this skill can benefit a dental office.
- 10.14 Effectively demonstrate use of Eaglesoft Practice Management Software.
- 10.15 Submit two abstracts from Journal articles.