



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: DLA 1216 Dental Administrative Assistant

Date: Spring 2023

Credit Hours: 1

Complete all that apply or mark "None" where appropriate:

Prerequisite(s): Admission to the Dental Assisting Program

Enrollment by assessment or other measure? Yes No

If yes, please describe:

Corequisite(s): None

Pre- or Corequisite(s): None

Consent of Instructor: Yes No

Delivery Method:	<input checked="" type="checkbox"/> Lecture	1 Contact Hours (1 contact = 1 credit hour)
	<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
	<input type="checkbox"/> Lab	0 Contact Hours (2-3 contact = 1 credit hour)
	<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)

Offered: **Fall** **Spring** **Summer**

CATALOG DESCRIPTION and IAI NUMBER (if applicable):

This course emphasizes telephone techniques, appointment control, recall system management and insurance form generation and tracking. Financial records, withholding taxes, collection of accounts and payment of bills is studied. Inventory, ordering and receipt of supplies is also studied.

ACCREDITATION STATEMENTS AND COURSE NOTES:

None

COURSE TOPICS AND CONTENT REQUIREMENTS:

- I. Business ethics and dental jurisprudence.
 - A. Classifications of law in relation to dentistry and related terms
 - i. civil law
 - ii. criminal law
 - iii. lawsuit
 - iv. plaintiff
 - v. defendant
 - vi. fact witness
 - vii. expert witness
 - B. Crimes and torts
 - i. Misdemeanor
 - ii. Felony
 - iii. Standard of care
 - iv. Negligence
 - v. Malpractice
 - C. The dental practice act
 - i. Review process
 - ii. Patient of record
 - iii. Assignment
 - iv. Supervision
 - D. Professional standards of dental assisting
 - i. Accreditation
 1. Commission on Dental Accreditation (CODA)
 - ii. Certification
 1. American Dental Association (ADA)
 - iii. licensure
 - E. Types of consent
 - i. Informed Consent
 - ii. Express Consent
 - iii. Implied Consent
 - iv. Informed Refusal
 - F. Managed Care
 - i. Cost-containment system
 - ii. Dental insurance
 - iii.
 - G. Legal responsibilities of a dental practice and business office activities leading to potential litigation
 - i. Risk management programs
 - ii. Abandonment
 - iii. Fraud
 - iv. Records management
 - v. Defamation of character

- vi. Negligence
- vii. Invasion of privacy
- viii. Good Samaritan law
- ix. Americans with Disabilities Act
- x. Computer security
- H. Identify steps in making ethical decisions
 - i. Identify ethical issue
 - ii. Gather and review important facts or information
 - iii. List alternatives
 - iv. Evaluate each alternative using
 - 1. Ethical principals
 - 2. Codes
 - 3. Laws
 - 4. Regulations
 - v. Make decision choosing best alternative
 - vi. Act on decision
- II. Patient dental records
 - A. Patient confidentiality
 - B. Understanding patient's needs
 - i. Maslow's hierarchy of needs
 - ii. Client-centered therapy
 - iii. Locus of control
 - C. Barriers to patient communication
 - i. Nonverbal cues
 - 1. Nervousness
 - 2. Defensiveness
 - 3. Touching
 - 4. Openness
 - 5. Embarrassment
 - D. Improving verbal images to allay fears
 - i. Phrases that promote successful patient management
 - ii. Be positive
 - E. Special needs and inherent rights of patients
 - i. recognize abuse
 - ii. physically challenged
 - iii. disabled
 - F. Reception room techniques
 - i. Role of the receptionist
 - 1. First person to greet patient
 - ii. Appealing reception area
 - 1. Bright, cheerful, pleasantly decorated
 - iii. Waiting patients
 - 1. Inform of delays
 - 2. Indicate wait time
 - 3. Do not make excuses
 - G. Contents of an office policy

- i. Philosophy
 - ii. Office hours
 - iii. Appointment control
 - iv. Payment policy
 - v. Hygiene
 - vi. Attitude toward children
 - vii. Auxiliary use
 - viii. Infection-control policy
 - ix. Quality assurance
 - x. Staff continuing education
 - xi. Office data
 - 1. Design an office policy statement
- H. Marketing techniques used in dentistry
 - i. Legalized in 1977
 - ii. Website
 - 1. Vital information of practice
 - 2. Services
 - 3. Educational materials
 - 4. Games, crafts, health tips
 - 5. Email address for interaction
 - 6. Online appointment scheduling
 - iii. Internal marketing
 - iv. External marketing
 - v. Newsletters
- I. Records management systems in a dental office
 - i. Information management
- J. Categories of records
 - i. Vital records
 - ii. Important records
 - iii. Useful records
 - iv. Nonessential records
- K. HIPAA and how to implement HIPAA regulations
 - i. Protected health information (PHI)
 - ii. ADA provided tools for implementation
 - 1. Notice of Privacy Practices
 - 2. Acknowledgement of Receipt of Notice of Privacy Practices
 - 3. Business Associate Contract Terms
- L. Accurate clinical records
 - i. Patient's chart
 - ii. Narrative of patients care
 - iii. Legally admissible
 - iv. Third-party benefit carriers
 - v. Verification of **tx** rendered for IRS purpose
 - vi. Forensic odontology
- M. Occupational Safety and Health Administration (OSHA) requirements
 - i. Medical records

- ii. Copies of employee hepatitis B vaccination records
 - 1. Declination form
 - iii. Exposure incidence forms
 - iv. Follow-up documents for exposure incidents
 - v. OSHA training records
 - N. Employee records
 - i. Application for employment
 - ii. Employment agreements
 - iii. Merit evaluation forms
 - iv. Health forms and medical records
 - v. Federal employment Eligibility Verification forms
 - 1. I-9
- III. Maintenance and retention of business records.
 - A. Preparing records for filing
 - i. Inspecting
 - ii. Indexing
 - iii. Coding
 - iv. Sorting
 - v. Storing
 - vi. Cross referencing
 - vii. Retrieval
 - B. Records retention
 - C. Classification of filing systems
 - i. Alphabetical
 - ii. Geographical
 - iii. Numerical
 - iv. Subject
 - v. Chronological
 - D. Electronic files
 - i. Storage
 - ii. Care of recordable media
 - E. Equipment
 - i. Lateral file
 - ii. Open-shelf filing
 - iii. Card file
 - F. Storage supplies
 - G. Managing workstation records effectively
- IV. Inventory control systems and supply ordering.
 - A. Types of supplies
 - i. basic categories
 - 1. expendable
 - 2. nonexpendable
 - 3. capital
 - B. Selecting supplies
 - C. Designing an inventory system
 - i. Capital equipment inventory control

- D. Expendable and non expendable supplies inventory control
- E. Automated inventory systems
- F. Manual inventory systems
 - i. Card system
 - ii. Alphabetical list
- G. Maintaining the inventory system
 - i. Identify reorder points
 - ii. Determining supply quantity
 - iii. Receiving supplies
 - iv. Receiving credit
 - v. Back-ordered supplies
 - vi. Purchase orders
 - vii. Storage of supplies
 - viii. Inventory evaluation
- V. Recall or Re-Care systems
 - A. Keeping patients informed
 - B. Types of recall/re-care systems
 - i. Advanced appointment systems
 - ii. Telephone recall systems
 - iii. Mail recall System
 - iv. Telecommunication recall system
 - 1. Email
 - 2. Text messaging
 - C. Establishing a recall system
 - i. Electronic recall
 - ii. Follow up care
 - iii. Purging the system
- VI. Market his/her skills
 - A. Preparing for the job search
 - i. Planning and organizing
 - ii. Hard skills
 - iii. Soft skills
 - B. Five important questions
 - i. Where have I been?
 - ii. Where am I now?
 - iii. Where am I going?
 - iv. How am I going to get there?
 - v. How will I know when I have arrived?
 - C. Self assessment
 - i. Critical analysis
 - ii. Identifying personal assets and liabilities
 - D. Marketing your skills
 - i. Supporting your skills in marketing
 - 1. Administrative assistant
 - 2. Clinical assistant
 - 3. Dental hygienist

- E. Job priorities
 - i. Determining your career philosophy
 - ii. Determining your worth to a practice
- F. Potential areas of employment
 - i. Private practice
 - ii. Institutional dentistry
 - iii. Insurance office
 - iv. Research
 - v. Dental manufacturers
 - vi. Management of consulting firms
 - vii. Teaching
- G. Where do you begin to find employment opportunities?
 - i. School placement
 - ii. Newspaper advertisements
 - iii. Employment agencies
 - iv. Professional organizations and journals
 - v. Internet
 - vi. Personal networks
- H. Preparing employment data
 - i. Preparing a letter of application
 - 1. Arouse interest
 - 2. Describe your skills and abilities
 - 3. Request and interview
 - ii. Contacting an office by telephone
 - iii. Creating a resume
 - 1. Personal data
 - 2. Professional summary
 - 3. Education
 - 4. Work experience
 - iv. Optional areas
 - 1. Affiliations and activities
 - 2. References
- I. Completing the job application form
- J. Preparing for an interview
 - i. The personal interview
 - ii. Other formats of interviewing
 - 1. Working interview
 - 2. Virtual interview
 - iii. Concluding the interview
 - iv. Follow up after the interview
 - v. Regular self evaluation on the job
- K. Hints for success as a part of the dental team
 - i. Learn names of staff members
 - ii. Listen attentively
 - iii. Establish meaningful social friendships

- iv. Use a notebook and calendar to record important activities and procedures
- v. Observe office hours
- vi. Use judgment when working overtime and taking breaks
- vii. Do not flaunt your education and abilities
- viii. Seek honest performance evaluations
- ix. Maintain office policies
- x. Be yourself
- L. Asking for a raise
 - i. Questions to consider prior
- M. Job termination
- N. Attitudes for continued success

INSTRUCTIONAL METHODS:

- Lecture
- Classroom discussion*
- computer assignments-Eaglesoft*
- Visual aids – videos*
- Computers*
- Demonstration
- Exams and quizzes
- Program software tutorials*
- Hands on computer work*
- Communicating with live patients

EVALUATION OF STUDENT ACHIEVEMENT:

A grade of “C” is required for graduation from the Dental Assisting Program. The following grading scale will be used as a guide in determining the final grade for this course:

- A= 90-100
- B= 80-89
- C= 70-79
- D= 60-69
- F= 0-59

INSTRUCTIONAL MATERIALS:

Textbooks

Practice Management for the Dental Team, 9th Edition, Finkbeiner/Finkbeiner, Mosby, 2020

Practice Management for the Dental Team WORKBOOK, 9th Edition, Finkbeiner/Finkbeiner, Mosby, 2020

Resources

- Elsevier Evolve Resources
- Dentalcare.com
- Ascend Academic Tutorial

LEARNING OUTCOMES AND GOALS:

Institutional Learning Outcomes

- 1) Communication – to communicate effectively;
- 2) Inquiry – to apply critical, logical, creative, aesthetic, or quantitative analytical reasoning to formulate a judgement or conclusion;
- 3) Social Consciousness – to understand what it means to be a socially conscious person, locally and globally;
- 4) Responsibility – to recognize how personal choices affect self and society.

Course Outcomes and Competencies

1. Demonstrate a basic understanding of business ethics and dental jurisprudence.

- 1.1. Understand the definition and classifications of law in relation to dentistry and the important terms involved with litigation.
- 1.2. Discuss crimes and torts with regard to the standard of care in the dental office.
- 1.3. Understand the dental practice act.
- 1.4. Discuss professional standards that dental assisting uses including accreditation, certification, and licensure.
- 1.5. Explain various types of consent.
- 1.6. Understand managed care and risk management programs as they relate to dentistry.
- 1.7. Understand the legal responsibilities of a dental practice and list business office activities that could lead to potential litigation.
- 1.8. Identify 12 steps in making ethical decisions.

2. Ensure the completeness and accuracy of all patient dental records and protect their confidentiality in patient management.

- 2.1. Describe reception room techniques, the role of the receptionist, and the importance of an appealing reception area.
- 2.2. Discuss contents of an office policy and design an office policy statement.
- 2.3. Explain marketing techniques used in dentistry.
- 2.4. Discuss records management systems in a dental office
- 2.5. Identify different categories of records that are maintained in an office.
- 2.6. Discuss HIPAA and how to implement HIPAA regulations in the dental office record management system.
- 2.7. Discuss the importance of maintaining accurate clinical records.
- 2.8. Identify various types of records required by the Occupational Safety and Health Administration (OSHA) that must be maintained in a dental office.
- 2.9. Identify various types of employee records.

3. Demonstrate a basic understanding of maintenance and retention of business records.

- 3.1. Discuss the importance of records management, both paper and electronic, and the benefit of keeping dental practice records readily available.
- 3.2. Describe the basic steps for preparing records for filing and the importance of cross-referencing, retrieval, and record retention.
- 3.3. Discuss the various classifications of filing systems including basic alphabetical indexing rules.

- 3.4. Discuss the storage and care of electronic files.
- 3.5. Discuss the equipment and storage of supplies necessary for both the paperless and paper storage of files.
- 3.6. Discuss the importance of managing workstation records effectively and list several tips for successful records management.
- 4. Demonstrate a basic understanding of financial reporting for the dental office.**
 - 4.1. Understand the importance of internal financial controls and daily checks and balances in a dental office.
 - 4.2. Identify different types of financial reporting methods based on type of practice, number of employees and office size.
 - 4.3. Interpret the financial policy for the dental office, including discount standards, third-party payment options and fee schedules.
 - 4.4. Determine the daily, weekly, monthly and annual reports necessary to maintain day-to-day operations.
 - 4.5. Analyze dental practice productivity by reviewing the scheduling, patient cancellation, and procedure reports.
 - 4.6. Evaluate the P&L statement, daily balance sheets and annual budget for future forecasting.
 - 4.7. Recognize the importance of effective communication with and making informed recommendations to the dentist/dental employee
- 5. Demonstrate a basic understanding of accounts receivable in the dental office.**
 - 5.1. Distinguish between accounts receivable and accounts payable.
 - 5.2. Determine an effective financial policy.
 - 5.3. Understand different payment methods.
 - 5.4. Establish how, when and where to introduce treatment plan fees.
 - 5.5. Confirm the steps of posting a payment.
 - 5.6. Interpret accounts receivable reports and know when to run them.
 - 5.7. Classify the stages of billing and collections for a dental practice.
 - 5.8. Communicate effectively to collect outstanding and delinquent payments.
 - 5.9. Recognize how financial policy, effective communication, appropriate patient payment options, patient retention and patient compliance with treatment plan affect dental office profitability
- 6. Demonstrate a basic understanding of human resource (HR) fundamentals for the dental office.**
 - 6.1. Analyze and plan for current and future dental office human resource needs.
 - 6.2. Develop clear job descriptions.
 - 6.3. Understand legal issues related to planning, recruitment, hiring, benefits, compensation, performance review, delegating duties, termination, and employee records management.
 - 6.4. Refine the interviewing and hiring process.
 - 6.5. Interpret employee benefit and compensation plans.
 - 6.6. Properly maintain employee records.
 - 6.7. Manage staff orientation, staff training and performance reviews.
 - 6.8. Recognize the importance of a legally sound employee handbook/policy.

7. Demonstrate basic understanding of inventory control systems and supply ordering.

- 7.1. Identify three types of dental supplies.
- 7.2. Describe various types of inventory systems.
- 7.3. Discuss establishing an inventory system.
- 7.4. Discuss the factors involved in maintaining an inventory supply, including a technique for receiving supplies.
- 7.5. Discuss the storage of hazardous materials.

8. Demonstrate a basic understanding and purpose of Recall or Re-care systems.

- 8.1. Describe the purpose of a recall/re-care system and why patients need to understand the importance of the system.
- 8.2. Identify different types of recall/re-care systems.
- 8.3. Explain how to establish a recall/re-care system.