ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: DLA 1226 Dental Software

Date: Summer 2023

Credit Hours: 2

Complete all that apply or mark "None" where appropriate:
        Prerequisite(s): Admission to the Dental Assisting Program OR Dental Office
                Management Certificate

        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: ☒ **Lecture**   **2 Contact Hours** (1 contact = 1 credit hour)
                ☐ **Seminar**   **0 Contact Hours** (1 contact = 1 credit hour)
                ☐ **Lab**   **0 Contact Hours** (2-3 contact = 1 credit hour)
                ☐ **Clinical**   **0 Contact Hours** (3 contact = 1 credit hour)

Offered: ☒ **Fall**   ☐ **Spring**   ☐ **Summer**

CATALOG DESCRIPTION and IAI NUMBER (if applicable):
This course emphasizes the dental software used in modern dental offices. It will give in depth information regarding scheduling, patient record keeping, dental charting, periodontal probing, treatment planning, walk-outs and much more. Information taught in this course is highly sought after in dental administrators.

ACCREDITATION STATEMENTS AND COURSE NOTES:
None

COURSE TOPICS AND CONTENT REQUIREMENTS:
I. Dental Software
- i. Eaglesoft
  - **i.** Fuse
- ii. Dentrix
  - **i.** Exon Ascend
  - **ii.** Ascend Academic
- iii. Cloud-based
- iv. Server-based
- v. Other smaller companies

II. Digital age impact
- i. Training
- ii. Profitability
- iii. Feasibility

III. Entering new patients

IV. Searching for current patients

V. Recording and entering medical history

VI. Software for scheduling
- i. Where to schedule
- ii. What to watch for
- iii. Doctors biological clock
- iv. Patient preference
- v. Double-booking
- vi. Dovetailing
- vii. Expanded functions dental assistant

VII. Appointment matrix

VIII. Advance function office

IX. Accurate record taking
- i. Where to make notes
- ii. When notes are necessary

X. Digital charting
- i. Primary teeth
- ii. Permanent teeth
- iii. Mixed dentition

XI. Periodontal probing
- i. Order preference
- ii. Missing teeth
- iii. How to compare exams

XII. Service codes
- i. Where to find them
- ii. How to add new
- iii. How to add exploding codes

XIII. Treatment plans
- i. Why necessary

ii. How to create, use, edit, delete
iii. How to name for easy identification
XIV. Letters of appeal
i. Working with insurance companies
ii. Attaching documentation to appeal letters
XV. How to create a referral form
i. What information must be included
ii. How to save.
iii. How to add providers

INSTRUCTIONAL METHODS:
Screen Share
Tutorial Videos
Computer Lab Practice
Videos
Interactive tutorials
Lecture
YouTube
Blackboard

EVALUATION OF STUDENT ACHIEVEMENT:
Homework
In-class activities
Exams
Quizzes
Projects

INSTRUCTIONAL MATERIALS:
Textbooks
Software Manual, available on Brightspace/D2L

Resources
https://pattersonsupport.custhelp.com/app/answers/detail/a_id/19406
Dental Administrative Assistant, 5th Ed, 2021
Dental Administrative Assistant, 5th ED, student workbook.
Instructor Created Videos uploaded to Blackboard/YouTube
Ascend Academic Demo
Hands on practice

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. Describe the basic differences and similarities of the different dental software used in dental offices.
    1.1. Understand Eaglesoft and the skills necessary in working the program.
    1.2. Understand Detrix and its software system.
    1.3. Discuss the major differences between the two most common systems.
    1.4. Discuss the reasons why some providers use different systems.
    1.5. Review the difference in server-based or cloud-based systems.
2. Discuss how the digital age has impacted dentistry and why implementing change to a computer system is important to all staff members.
    2.1. Describe the elements of information systems.
    2.2. Explain the four operations of a computer.
    2.3. Explain how digital technology can be used to increase profitability and the purpose of feasibility study.
3. Demonstrate a working knowledge of entering new patients, and searching for current patients in Ascend Academic/Exan Ascend
4. Demonstrate a working knowledge of recording and entering medical history information.
5. Demonstrate a basic understanding of Computer and Dental Software in the dental office for scheduling and retention.
    5.1. Demonstrate a knowledge of appointment management, the advantages of electronic appointment book, and basic scheduling concepts.
    5.2. Describe components of the appointment matrix.
    5.3. Demonstrate an understanding of time allocation and other important factors in scheduling appointments.
    5.4. Explain the importance of understanding the dentist's biological clock when scheduling appointments and discuss several scheduling considerations to keep in mind.
    5.5. Apply the basic steps of entering appointments into an appointment system and additional activities included with appointment entries.
    5.6. Demonstrate a knowledge of the daily appointment schedule and scheduling patients in an advanced-function practice.
6. Demonstrate a working knowledge of accurate record taking using Ascend Academic.
    6.1. Understand when to make notes in a patient chart.
    6.2. Understand when to make notes on the patient appointment.
    6.3. Understand where to make additional notes about patient medical/dental history.
7. Demonstrate a working knowledge of digital charting and periodontal probing.
    7.1. Understand why dental charting is necessary for a thorough exam.
    7.2. Know when to open new charts.
    7.3. Know when to edit old charts.
    7.4. Know how to access old periodontal exams and compare.
    7.5. Understand how to change from primary, permanent and mixed dentition in the chart.
    7.6. Know when to chart missing/extracted teeth.

8. Demonstrate a working knowledge of the creation of treatment plans.
   8.1. Understand the basic steps in creating an accurate treatment plan
   8.2. Understand how to take procedures from treatment plan when scheduling.
   8.3. Understand why a patient may require several different treatment plans, and how to create and name them for easy identification.
9. Demonstrate a working knowledge of service codes used in dental offices.
   9.1. Memorize commonly used service codes.
   9.2. Know where to search for codes in the program.
   9.3. Know how to add codes used specifically in your office (non-insurance codes).
   9.4. Know how to create "exploding codes" for quick walk-outs or scheduling.
10. Demonstrate a working knowledge of writing letters of appeal, and what information must be gathered.
   10.1. Be able to understand what the insurance company is requesting, or why a claim was denied.
   10.2. Know how to send correct information to the insurance company for appeal.
11. Demonstrate a working knowledge of creating a referral using Ascend Academic, and what information must be completed.