



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Health Professions (HP)

COURSE: DLA 1216 Dental Administrative Assistant

Effective Date: Spring 2026

Submitted Date: Oct-24

Credit Hours: 1

IAI Number (if applicable):

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: ☒Lecture

☐Seminar

☐Lab

☐Clinical

☐Practicum

☐Internship

1 Contact Hours (1 contact = 1 credit hour)

0 Contact Hours (1 contact = 1 credit hour)

0 Contact Hours (2-3 contact = 1 credit hour)

0 Contact Hours (3 contact = 1 credit hour)

0 Contact Hours (2-4 contact = 1 credit hour)

0 Contact Hours (5-10 contact = 1 credit hour)

Offered: ☐Fall ☒Spring ☐Summer

CATALOG DESCRIPTION:

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:

Standard 2: Educational Program:

Essential Dental Assisting Skills:

2-8 Curriculum content must include didactic and laboratory/preclinical objectives in the following dental assisting skills and functions. Prior to performing these skills/functions in a clinical setting, students must demonstrate knowledge of, and laboratory/preclinical competence in the program facility.

a. Take/review and record medical and dental histories

d. Assist with and/or perform dental charting

n. Maintain accurate patient treatment records

Advanced/Expanded Dental Assisting Functions:

2-11 Students must demonstrate competence in the knowledge at the familiarity level in dental practice management

a. Computer and dental software

b. Business ethics and jurisprudence

c. Business oral and written communications

e. Maintenance and retention of business records

f. Management of patient information

g. Recall systems

Clinical and Behavioral Sciences:

2-19 The program must demonstrate effectiveness in creating an academic environment that supports ethical and professional responsibility to include:

b. Legal and ethical aspects of dentistry

COURSE TOPICS AND CONTENT REQUIREMENTS:

I. Computerized dental practice

a. Basic systems

b. Selecting a practice management system

c. Functions to consider when selecting a software package

d. Basic operation of a software package

e. Roles of the administrative dental assistant

f. Daily procedures with a computerized system

II. Patient clinical records

a. Components of the dental electronic health record

b. Collecting information

c. Clinical records risk management

III. Information management and security

a. Information management systems

b. Filing methods

c. Types of information

- d. Filing equipment for a paper system
 - e. Filing supplies
 - f. Preparing electronic business documents for filing
 - g. Preparing paper documents for filing
- IV. Dental patient scheduling
 - a. Mechanics of scheduling
 - b. The art of scheduling
 - c. Making appointments
 - d. Time-saving functions
- V. Continuing care program (recall or re-care systems)
 - a. Classification of recalls
 - b. Methods for recalling patients
 - c. Prescheduled recall system
- VI. Inventory management
 - a. Establishing an inventory management system
 - b. Types of supplies, products, and equipment
 - c. Selecting and ordering supplies, products, and equipment
 - d. Occupational safety and health administration
- VII. Office equipment
 - a. Electronic business equipment
 - b. Telecommunication
 - c. Intraoffice communications
 - d. Office machines
 - e. Business office environment
- VIII. Financial arrangement and collection procedures
 - a. Designing a financial policy
 - b. Financial policies
 - c. Managing accounts receivable
- IX. Dental benefit plan processing
 - a. Types of dental benefit plans
 - b. Other dental benefit plans
 - c. Determining benefit plan coverage
 - d. Dental procedure coding
 - e. Benefit plan payments
 - f. Benefit plan tracking systems
 - g. Fraudulent benefit plan billing
- X. Bookkeeping procedures: accounts payable
 - a. Bookkeeping software
 - b. Organizing an accounts payable system
 - c. Verification of expenditures

- d. Processing payments
 - e. Reconciling a bank statement
 - f. Payroll
- XI. Bookkeeping procedures: accounts receivable
- a. Components of financial records organization
 - b. Billing
 - c. Daily routine for managing patient transactions

INSTRUCTIONAL METHODS:

- Lecture
- Classroom discussion*
- Computer assignments–Dental Software
- 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

The Administrative Dental Assistant, 6th Edition, Linda J. Gaylor, 2025

The administrative Dental Assistant Workbook, 6th Edition, Linda J Gaylor, 2025

Resources

- Elsevier Evolve Resources
- Dentalcare.com
- Dental Software 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. Compare the basic and advanced functions of dental practice management software and discuss their application.**
 - 1.1. Explain how to select a dental practice management system and list the functions to consider during the selection process.
 - 1.2. Discuss the role of the administrative dental assistant in the operation of a computerized dental practice.
 - 1.3. Identify the daily computer tasks performed by the administrative dental assistant, including the importance of a computer system backup routine.
- 2. List the functions of patient clinical records and the key elements of record keeping. Describe the significance of each element.**
 - 2.1. Describe the two different methods of dental clinical record keeping.
 - 2.2. List the types of information found in a dental clinical record and explain why the information is considered necessary.
 - 2.3. Discuss methods used in the collection of information needed to complete clinical records.
 - 2.4. Discuss the purpose of risk management and identify situations that lead to patient dissatisfaction.
- 3. Discuss and give examples of security risks for different types of electronic health record (EHR) hosts.**
 - 3.1. List and describe the 10 tips for cybersecurity in healthcare.
 - 3.2. List and describe the six filing methods outlined in this chapter, including demonstration of the Association of Records Managers and Administrators (ARMA) Simplified Filing Standard Rules.
 - 3.3. Compare and contrast the filing methods used for business records, such as accounts payable and personnel records versus patient and insurance information.

- 3.4. Prepare a new patient's clinical record for filing.
 - 3.5. Prepare a business document for filing (manually and electronically).
 - 3.6. Discuss how long records must be retained and the two methods of transferring records.
- 4. Describe the mechanics of scheduling, including the criteria required for matrixing an appointment book.**
- 4.1. Discuss the art of scheduling and how to maximize scheduling efficiency, including the different methods used to identify when specific procedures should be scheduled.
 - 4.2. Explain the seven different scenarios of appointment scheduling and formulate an action plan to solve the problems.
 - 4.3. Describe the four ways that patients may schedule an appointment, including the use of traditional and alternative types of appointment cards and reminders.
 - 4.4. Explain how use of a call list and daily schedule sheets can save time in the dental office.
 - 4.5. List the steps to be followed in performing the daily routine associated with the appointment schedule.
- 5. Define recall or re-care systems.**
- 5.1. Explain the benefits of a continuing care program for patients and the financial health of a dental practice, including the elements that are necessary for an effective recall system.
 - 5.2. List the different classifications of recalls.
 - 5.3. Identify the methods for recalling patients and explain the barriers and solutions for each method.
- 6. Explain how to establish a successful inventory management system**
- 6.1. Identify the types of supplies, products, and equipment that are commonly purchased for a dental practice.
 - 6.2. Discuss the selection and ordering process of supplies, products, and equipment.
 - 6.3. Explain the role of the Occupational Safety and Health Administration (OSHA). Describe the various sections of an effective hazard communication program and discuss what information is important to an inventory manager.
 - 6.4. Explain the role of the inventory manager in the Infection Protection Program.

- 7. List the components of a dental practice information system and explain the function of each component.**
 - 7.1. Describe the features and functions of a telecommunication system and explain how they can be used in a modern dental practice.
 - 7.2. Compare electronic and manual systems of intraoffice communications.
 - 7.3. Identify office machines commonly found in a dental practice.
 - 7.4. Describe an ideal business office environment and design an ergonomic workstation.
- 8. List the elements of a financial policy and discuss the qualifying factors for each of the elements.**
 - 8.1. Describe the different types of financial policies and explain how they can be applied in a dental practice and how they should be communicated to the patient.
 - 8.2. State the purpose of managing accounts receivable.
- 9. Classify and identify the various types of dental benefit plans.**
 - 9.1. Identify the different methods of filing dental claims and discuss the responsibility of the administrative dental assistant in filing dental claims.
 - 9.2. List the types of benefit plan information required to determine benefit coverage.
 - 9.3. Identify the two ways that benefit plan payments can be made and discuss payment tracking.
 - 9.4. Demonstrate how to complete a dental claim form.
 - 9.5. Discuss the purpose of dental procedure coding and differentiate between categories.
 - 9.6. Describe fraudulent benefit plan billing, including Part 5B of the American Dental Association (ADA) Code of Ethics, and identify how it applies to the administrative dental assistant.
- 10. Describe the function of accounts payable.**
 - 10.1. Formulate a system to organize accounts payable.
 - 10.2. Analyze the methods of check writing and state their functions.
 - 10.3. Discuss steps to reconcile a bank statement and list the necessary information.
 - 10.4. Discuss payroll, including the information needed for a payroll record, the calculation of payroll and necessary taxes, reporting of payroll, and payroll services.

11. Explain the role of the administrative dental assistant in the management of patient financial transactions.

- 11.1. Identify the components of financial records organization.
- 11.2. Perform the steps in the daily routine for managing patient transactions.
- 11.3. List and explain the types of financial reports used in a dental office.