DENTAL PRACTICE MANAGEMENT SEMINAR
Course Syllabus

Course Number: PDA–0285F
OHLAP Credit: No
OCAS Code: None
Course Length: 20 Hours
Career Cluster: Health Science
Career Pathway: Therapeutic Sciences
Career Major(s): Professional Dental Assistant

Pre-requisite(s): The content of this course prepares the student to participate in classroom and manage clinical experiences necessary to develop the knowledge and skills required for dental practice and clinical management by a dental assistant. The course provides classroom and laboratory instruction.

Textbooks:

Online Components:
- http://evolve.elsevier.com/staticPages/s_index.html, Interactive Web Site, Sanders Elsevier
- http://tulsatech.blackboard.com/

Software:
- Eaglesoft 17.0 Dental Practice Management Software

Course Objectives: A. Clinical Seminar
1. Demonstrate professional employment characteristics and behaviors.
2. Apply problem solving processes.
3. Identify possible challenges that could be encountered interacting with difficult co-workers/clinical site staff.
4. Identify positive behavior strategies for use in seeking to improve personal interactions with difficult co-workers/clinical site staff.
5. Discuss developing outstanding customer service skills.
6. Demonstrate time management skills by completing assignments and submitting on or before due dates.
7. Recognize and list clinical skills performance for areas needing improvement.
8. Develop a personalized plan for clinical skills improvement.
9. Prepare and deliver class presentations on clinical internship experiences, including both successes and challenges.
10. Explore and summarize a dental professional development opportunity.
11. Develop a dental assistant resume.
12. Develop and complete a dental assistant program portfolio.

B. **Practice Management**
1. Describe the functions of the reception area, business office, and dental laboratory.
2. Describe office procedures.
3. Describe radiology and laboratory techniques and procedures.
4. Describe a plan to maintain and control supplies.
5. Discuss maintenance of dental equipment/instruments.
6. Describe proper storage and disposal of supplies.
7. Describe minor accounting functions necessary in a dental office.
8. Explain the importance of quality assurance in dental practice.
9. Differentiate between different dental appointment scheduling options.
10. Describe appointment matrix procedures.
11. Identify solutions to common appointment scheduling problems.
13. Describe the use of the dental treatment plan.
14. Complete an appointment card.
15. Complete a daily schedule by adding appointments from a list.
16. Describe a call list and how it is used.
17. Describe the impact of broken appointments on productions.
18. Identify ways to reduce broken and missed appointments.
19. Explain the purpose of a recall/recare system.
20. Describe motivational techniques to promote a recall/recare system.
21. Assess the benefits and disadvantages of different recall/recare systems.
22. Identify the four parties affected by dental benefit plans.
23. Differentiate among the different dental plan models.
25. Complete an American Dental Association dental claim form.
26. Apply the rules for the coordination of benefits.
27. Explain common dental benefit and claims terminology.
28. Define key dental financial systems key terms.
29. Describe common bookkeeping systems in dentistry.
30. Demonstrate basic mathematical procedures, including adding time cards.
31. Explain the production of patient statements.
32. Identify common payment and credit policies.
33. Describe the various laws affecting credit policies and collection procedures.
34. Describe the ‘red flags’ rule.
35. Identify the common problems in maintaining a credit policy.
36. Identify the functions of a credit bureau.
37. Explain the function of a collection agency.
38. Become an effective listener.
39. Use business technology appropriately.

C. **The student will demonstrate employability skills, including dependability, patient/client centered behavior, self-motivation-initiative, positive attitude, and adherence to policies.**

1 ODCTE Objective
2 TTC required soft skills objective.
All unmarked objectives are TTC instructor developed.
Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures:

1. Students are graded on theory and lab practice and performance.
2. The CDA program requires courses to be passed at 70% or better. For secondary students to be eligible for advanced standing in the CDA program, the course must be passed at eighty (80%) or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

Description of Classroom, Laboratories, and Equipment:

Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit:

The student may be eligible to take state, national or industry exam after completion of the program. Tulsa Tech students may be able to earn college credit based on their knowledge gained at Tech. The process of earning credit through Prior Learning Assessment (PLA) will be determined after completion with Tech and based on certification, credential or knowledge of the subject. See program counselor for additional information.

College Credit Eligibility:

The student must maintain a grade point average of 3.0 or better.