# DENTAL SEMINAR
Course Syllabus

<table>
<thead>
<tr>
<th>Course Number:</th>
<th>PDA–0285F</th>
<th>OHLAP Credit:</th>
<th>No</th>
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<tbody>
<tr>
<td>OCAS Code:</td>
<td>None</td>
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<tr>
<td>Course Length:</td>
<td>20 Hours</td>
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<tr>
<td>Career Cluster:</td>
<td>Health Science</td>
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<td>Career Pathway:</td>
<td>Therapeutic Sciences</td>
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<tr>
<td>Career Major(s):</td>
<td>Professional Dental Assistant</td>
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**Pre-requisite(s):**
Students must have completed the following prerequisite courses with at least a course grade of 70% or better and a program attendance rate of 90% or better: THRP-0284 Foundations of Dental Assisting, PDA-0110A Clinical Sciences I, PDA-0109 Biomedical Sciences for the Dental Assistant, PDA-0159 Dental Sciences for the Dental Assistant, PDA-0285C Dental Radiography, and current enrollment in PDA-10110B Clinical Sciences II.

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

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. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

## College Credit Eligibility:
The student must maintain a grade point average of 3.0 or better.