

Hagerstown Community College
Master Syllabus
DENTAL OFFICE MANAGEMENT

Course Title: Dental Office Management

Course Number: DEN 115

Semester/Year: Spring 2017

Credits: 2

Instructor: Professor Rebecca Leonard

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Division: Health Sciences/Dental Assisting

COURSE DESCRIPTION:

This course is designed to provide an overview of the management of a dental office. Topics include dental office ethics, communication skills, patient management, bookkeeping and recall systems, preparation of dental insurance forms, supplies and inventory, maintenance of patient records and appointment control. Additional topics may include writing resumes and job interviews. A Total of 30 hours of lecture is presented. Prerequisites: DEN 104, DEN 107, and SPD 108 or concurrent enrollment. Corequisite: DEN 110.

PRIMARY TEXTBOOK:

Finkbeiner, Betty L., Finkbeiner, Charles A. Practice Management for the Dental Team. Mosby Elsevier Publishers, 2012, 7th Edition.

LEARNING OUTCOMES:

Upon successful completion of this course, the student will have the ability to:

1. Explain the appropriate care for patients with diverse cultures, values. And beliefs.
2. Recite / recall necessary steps to maintain an organized front desk.
3. Recall the importance of insurance, confidentiality, and the law.
4. Demonstrate proper handling of patient's charts
5. Examine the dynamic dental office management environment.
6. Critique the dental office management process.
7. Relate the importance of the office management to the clinical side of dentistry.
8. Explain back office management

TOTAL HOURS OF COURSEWORK: 95.0 HOURS.

To earn one academic credit at HCC, students are required to complete a minimum of 37.5 clock hours (45 fifty-minute “academic” hours) of coursework per semester. Those hours of coursework may be completed through a combination of hours within the classroom and hours outside the classroom. Certain courses may require more than the 37.5 minimum hours of coursework per credit.

Online study is a large commitment. For most classes, students should expect to do at least 2 hours of coursework outside of class for each hour of in-class coursework. This means that to be successful in this class, you should expect to spend 95.0 hrs x2, which is 190 hours. This calculates out to 2 hours Monday-Friday for 7 1/2 weeks reading, doing the online forums and quizzes.

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ASSESSMENT PROCEDURES:

The grading scale for the course is:

90-100	A	60-74	D
80-89	B	59-under	F
75-80	C		

Students must successfully demonstrate skills learned in this course and receive a grade of 75% (C) or higher in Dental Office Management to progress in the Dental Assisting Program.

Attendance, punctuality, quizzes, homework, projects, midterm exam and final exam will determine the final grade for the course.

Attendance: 15 %
Quizzes: 25%
Fourms(6) 30%
Final 30%

One full percentage point is deducted from final grade for each unexcused absence.
One-half of a percentage point is deducted from final grade for each unexcused tardiness.

COURSE POLICIES:

Course Disclaimer:

The instructor reserves the right to modify the course content and evaluation procedures as necessary.

Students with Special Needs:

Reasonable accommodations are provided to qualified students based on current documentation. Contact the Coordinator of Disability Support Services at 301-790-2800, x273, to request accommodations.

Attendance:

This is an online class. Attendance IS taken. All assignments/ forums must be completed on time and access to the moodle page is monitored for attendance.

Make-up Policy:

A missed quiz due to an absence authorized by the instructor may be made up. A missed quiz due to an **unexcused** absence or tardiness may **NOT** be made up, resulting in a grade of "0".

25% of points will be deducted from the grade of a paper or project handed in late (one day beyond the due date).

Academic Integrity:

The Academic Integrity Policy of the college will be followed for this course. Please refer to the College Catalog for additional information on the Code of Student Conduct.

Behavior:

The student is expected to behave professionally at all times. If a student's behavior is deemed inappropriate by the instructor, it may result in dismissal from the program. Please refer to the College Catalog for additional information.