I. COURSE: DA013 - Practice Management

II. REVISED FOR: Spring 2016

III. PREPARED BY: Daniel Kishimoto, D.D.S., R.D.H.

IV. UNITS AND HOURS: 2 Units, 2 Lecture hours
Wednesdays 5:00 P.M. - 7:05 P.M.

V. PREREQUISITES: Dental assisting student concurrently enrolled in the dental assisting program

VI. COURSE INSTRUCTOR: Mr. Daniel Kishimoto, R.D.H., D.D.S.
Office hours: By appointment
Email: kishimddh2015@gmail.com

VII. COURSE DESCRIPTION:

Students will develop skills necessary to undertake front office responsibilities to include: purchasing, inventory and cost control of office supplies, accounts payable and receivable procedures; insurance billing procedures: HIPAA, treatment planning and case presentation; scheduling of appointments, resume and interviewing skills.

VIII. REQUIRED TEXT:

Doni L. Bird, CDA, RDA, RDH, MA and Debbie S. Robinson, CDA, MS
ISBN: 978-1-4557-7451-7

Doni L. Bird, CDA, RDA, RDH, MA and Debbie S. Robinson, CDA, MS
Student Workbook for Modern Dental Assisting, 11th Edition, 2015
ISBN: 9781455774548

Linda Bartolomucci Boyd, CDA, RDA, BA
ISBN: 9780323185943

XI. INSTITUTIONAL STUDENT LEARNING OUTCOMES:

A. Communication: Effectively communicate thoughts in a clear, well-organized manner to persuade, inform, and convey ideas in academic, work, family, and community settings.

B. Technical Competence: Utilize the appropriate technology effectively for informational, academic, personal, and professional needs.
XII. PROGRAM STUDENT LEARNING OUTCOMES:

I. Professionalism

The dental assisting students must appreciate their role as health professionals at the local, state, and national levels. Students will demonstrate the necessary knowledge and values in legal regulations and ethical issues for the practice of dental assisting.

II. Health Promotion and Disease Prevention

The dental assisting students will demonstrate competency in the performance and delivery of oral health promotion and disease prevention service in public health, private practice, and alternative settings. The dental assisting students will be able to apply principles in assessment, diagnosis, planning, implementation, and evaluation of treatment. The graduates must also be prepared to influence others to facilitate access to care and services.

III. Patient Care

The dental assisting students will demonstrate a thorough foundation in the biomedical, clinical, and behavioral sciences to achieve successful patient treatment outcomes. Students will utilize critical thinking and sound clinical judgment and cultural sensitivity with patients.

XIII. COURSE STUDENT LEARNING OUTCOMES:

Course SLO #1: At the end of this course, the successful student will be able to utilize the skills needed to manage the administrative duties and responsibilities of a dental front office while maintaining HIPAA policies.

Assessment Method:
Instructor will evaluate students by means of multiple choice quizzes, midterm and final examinations.

Criterion Level:
The students will complete each quiz, research essay, and examinations at a passing level (75%) for this course SLO on the first attempt.

Course SLO #2: At the end of this course, the successful student will be able to create a resume and cover letter for prospective employment and develop the communication skills necessary for a professional work interview.

Assessment Method:
Instructor will evaluate students by means of written representative assignments and group activities.

Criterion Level:
Students will complete each representative assignment at a passing level (75%) for this course SLO on the first attempt.

XIV. COURSE OBJECTIVES:

Upon successful completion of this course, the student will be able to discuss various roles and obligations of front office personnel.

Students will be able to assess the patient’s health history form and other documents in an effort to identify conditions that may have a contraindication to dental treatment (i.e.: the need for premedication prophylaxis).

Students will recognize computer components necessary to effectively operate enter and save information applied to the computer system (i.e.: methods used for backing up files on various disks). Students will also compare dental management systems available.

Students will be able to discuss criteria for outgoing and incoming telephone calls and evaluate the need for a re-care appointment, appointment confirmation, emergency visits, and schedule appointments accordingly.

Students will also be able to describe techniques for ordering supplies, collection call techniques, and follow-up call techniques.

Students will be able to explain and create a mock schedule using unit blocks for various dental procedures and a give rationale for the length of time appointed for each unit.

Students will discuss options available for efficient bookkeeping on various dental programs. They will apply account procedures and charges to a computer prototype and discuss the pros and cons of using computer programs versus manual bookkeeping.

Students will explain how to manually track payments received by patients, by mail, credit card payments, checks and cash, as well as how to write and track payments made by office personnel.

Students will be able to compose a pre-authorization for treatment and process the dental insurance claim form with an illustrating an understanding of dental codes, schedule of benefits, UCR, and deductibles.

Students will discuss common errors found in filing methods and report the best filing method
used in the dental office with a rationale.

Students will interpret the code of ethics according to the American Dental Assisting Association. They will also discuss unethical behavior and legal consequences for the entire dental team.

Students will discuss the various methods of payroll and be able to calculate a time card for payroll purposes using military and regular time.

Students will develop skills to create a resume and cover letter for prospective employment and complete an application for employment.

XV. INSTRUCTION METHODOLOGIES:

1. Lecture and Discussion
2. Group Discussion and Activities
3. Reading Assignments
4. Media Presentations

XVI. METHODS OF EVALUATION:

ALL REQUIREMENTS MUST BE COMPLETED TO PASS THIS COURSE

1. Attendance and participation
2. Passing grade on written quizzes, midterm, and final examination
3. Completion of all assignments within designated time framework

Each assignment/project will receive an "A" grade if all components are completed according to all criteria given for the assignment/project and is turned in at due date. Any deviations in time, format or content will have a resulting effect on grading.

COURSE LETTER GRADE WILL BE BASED ON THE FOLLOWING SCALE:

- 90% – 100% = A
- 80% – 89%  = B
- 70% – 79%  = C
- 69% - Lower  = Fail

XVII. COURSE CONTENT OUTLINE:
| Week 1 | Front Office Responsibilities  
HIPPA  
Dental Agencies and Dental Organizations | Chapter 22  
Chapter 62 |
|-------|---------------------------------|----------------|
| 2/17/16 | **Week 2**  
2/24/16 | Computer Principles  
RC and WB-Ch.22  
Quiz#1 | Chapter 62 |
| | **Week 3**  
3/02/16 | Appointment Scheduling | Chapter 62 |
| | **Week 4**  
3/09/16 | Management of Patient Records | Chapter 62 |
| | **Week 5**  
3/16/16 | Telephone Management  
RC and WB-Ch. 62  
Quiz #2 | Chapter 61 |
| | **Week 6**  
3/23/16 | Bookkeeping Procedures  
RC and WB-Ch.61  
Quiz#3 | Chapter 63 |
| | **Week 7**  
4/06/16 | **MIDTERM**  
Chapters 22, 61.62 | None |
XVIII. GRADING AND MAKE UP POLICIES:

A midterm exam will be administered. This exam will have 40 multiple-choice questions. The midterm exam content will be largely based on lectures and assigned reading.

A final exam will be administered. This exam will consist of fill-in-the-blank, multiple choice, and written questions. The final exam content will be comprehensive of the semester’s course content.

Make up: Students are expected to take the exams on the date given. If for any reason a student cannot attend on the exam date, he or she must notify the instructor prior to the due date.
of the project or the date of the examination. If the student fails the midterm exam, remediation will be given in the form of outlining the chapter(s), researching content on the specific subject(s), and then taking a similar midterm exam. If the student does not pass the exam after remediation, the grade will stand. No 2nd final exam will be given. The student must pass the final exam with a “C” or better in order to pass the class.

**Special Instructional Accommodation**
Students with disabilities who need any assistance or accommodations should contact the Instructor. To receive accommodations for a special need or disability, students must register with the Office of Disabled Student Program and Services. Tape recording of lectures and discussions will not be permitted without the consent of the instructor.

Disabled Students Programs & Services (DSPS):
Student Services Building, 3rd Floor (SSB 320)
(310)287-4450
dsp@wlac.edu