

2 CREDITS**2 LECTURE****SPRING TERM****INSTRUCTOR:** Lindsey Chronicle, BS, CDA, EFDA**PHONE:** 541-917-4496**E-MAIL:** chronil@linnbenton.edu**OFFICE LOCATION:** Healthcare Occupations Center HOC 224**OFFICE HOURS:** Tuesdays & Thursdays 3:00pm – 4:00pm, or by appointment**CLASS SESSIONS:** Face to Face Lecture: Tuesdays: 1:00pm – 2:50pm
Room: Dental Lab: HOC 110**PREREQUISITE:** Third term status in the Dental Assistant Program**COURSE DESCRIPTION:**

Basic office principles are covered as related to their application in a dental office. Topics including but not limited to Patient reception, communication, telephone techniques, appointment scheduling, and office record maintenance, financial arrangements and coordination. Purchasing and supply control, management of office equipment, scheduling of meetings/conferences and preparing written communications. Billing insurance companies, collection procedures and computerized billing systems are covered in depth.

COURSE OBJECTIVES:

The student will be able to demonstrate with no lower than a 72% average the knowledge of office policy, effective utilization of time in appointment control and identify the types and uses of clinical records in a dental office. In addition, the student will identify the principles and mechanics involved in keeping records. Demonstrate effective and proper use of the telephone and the ability to use the computer for billing purposes and other dental records. Illustrate a thorough understanding of ethics and jurisprudence related to the dental office.

TEXTS AND REFERENCES:**Required:** Modern Dental Assisting, 13th ED.Phinney, Donna, Dental Assisting, A Comprehensive Approach, MosbyLamkin, Cynthia, Dental Office Management, CengageErlich, Business Administration for the Dental Assistant, Colwell

EXAMINATIONS AND GRADES:

Course grades will be determined by a series of assignments, quizzes, and final exam.

Grading Scale: A = 92% - 100%
 B = 82% - 91%
 C = 72% - 81%
 D = 65% - 71%
 F = below 65%

SCHOLASTIC REQUIREMENTS:

To remain in the Dental Assistant Program, the student must achieve 72% or more of the possible points for Dental Office Records.

TEACHING METHODOLOGY:

Weekly lectures, classroom discussions, instructor demonstrations, assigned reading, Power Point projections and handouts, demonstrations by faculty, use of a variety of charts, actual forms, including an introduction to dental software. Practical computer program application is a key component of this course. Effectiveness will be demonstrated by producing a clinical chart and generating a computer account using the EagleSoft system. Activities will include preparing, billing and paying for treatment in a variety of methods.

An additional hour minimum each week is required for EagleSoft assignments. All EagleSoft work must be completed using one of the lab computers, as they are the only computers with access to the EagleSoft software. The syllabus includes an introduction and assignments for the EagleSoft assignments. Follow all instructions and work slowly to ensure accuracy.

Entries will be made to the clinical chart and data recorded into the computer weekly. You must work on your own and refer all questions to the instructor. Sections are due for grading weekly by Monday at 8:00 am. If assignments are not turned in on time a zero score will be received and the work still must be completed prior to the next week assignment

CENTER FOR ACCESSIBILITY RESOURCES:

You should meet with your instructor during the first week of class if:

1. you have a documented disability and need accommodations,
2. your instructor needs to know medical information about you, or
3. you need special arrangements in the event of an emergency.

If you have documented your disability, remember that you must make your request for accommodations through the Center for Accessibility Resources Online Services web page every term in order to receive accommodations. If you believe you may need accommodations, but are not yet registered with CFAR, please go to <http://linnbenton.edu/cfar> for steps on how to apply for services or call 541-917-4789.

LEARNING OUTCOMES:

1. Identify, examine and create patient documents pertaining to records management.
2. Recognize and identify types of communication and understand effective interpersonal relationships.
3. Identify and manage aspects of scheduling.
4. Identify office inventory and supplies.

STUDENT CONTRIBUTION:

Two hours of study are required for each hour of lecture. Assignments are given and you are expected to read those assignments prior to class. It is impossible to cover all portions of every topic in the time allotted for each class. This means that you must accept the responsibility for the material that is not discussed in class. When you find that information is not clear, it is your right and responsibility to raise questions that will clarify these points. Additional information on topics is provided to you in your class pack. You are responsible for all information included in the handouts.

GRADE POINT BREAKDOWN:

Homework	62
Activities	55
Quizzes	182
<u>Final</u>	<u>100</u>
Total points possible	399

TESTING:

Quizzes will be weekly on Moodle at the beginning of Lecture. You have one attempt allowed during the allotted time. Zero points will be given for a missed quiz. It is your responsibility to make sure your computer is working and that you have access to Moodle prior to the exam. If you have a problem, it is your responsibility to contact tech services to resolve the issue as soon as possible. In addition you must email the instructor, explaining the problem, as soon as an issue arises. Instructor notification does not exempt you from testing regulations. A final exam will be given during finals week.. Final Exams are only offered during the original scheduled time; no other times will be accepted. If the final exam is not taken during the allotted time zero points will be given. All exams are closed book, and/or notes. Use of other sources are considered cheating. See policy on cheating in student handbook.

WEEKLY ASSIGNMENTS:

Weekly assignments are due at the beginning of class session unless otherwise indicated by the instructor. All workbook homework is submitted on Moodle. Eaglesoft and paper chart assignments will have their own due dates, which are listed on Moodle as well. No late homework will be accepted. Late is considered after class has started. It is your responsibility to get any missed notes or handouts from another student if you are absent.