



Course Description

DES0501 | Dental Practice Management | 1.00 credit

This course introduces students to the principles of dental office management. Areas of study include reception procedures, telephone techniques, appointment book control, inventory control, purchasing, filing systems, bookkeeping, and banking procedures, tax records, legal and ethical aspects of dentistry.

Course Competencies

Competency 1: The student will demonstrate knowledge of effective communication by:

1. Demonstrating the ability to effectively communicate with patients and understand the different behaviors associated with patient reactions to dental care
2. Demonstrating the ability to effectively communicate with dental team members
3. Contrasting the difference between subjective and objective statements
4. Demonstrating ethical and professional behavior
5. Describing telephone and business office technology and its uses

Competency 2: The student will demonstrate knowledge of general business and inventory supply in dentistry by:

1. Discussing general business and inventory-supply systems and technology used in the dental office
2. Describing the different appointment, re-care, and record systems used in dentistry and to effectively maintain these systems
3. Discussing the different dental health insurance programs and the value of accurate claim forms and submittals
4. Explaining the importance of employability skills

Competency 3: The student will demonstrate knowledge of records systems in dentistry by:

1. Describing the importance of dental record storage and back up
2. Listing the differences between vital, important, useful, and non-essential documents
3. Outlining necessary documents for a complete patient dental record
4. Discussing the advantage of comprehensive documentation versus incomplete treatment entries
5. Justifying the importance of keeping original patient records
6. Identifying the proper transfer of dental records between locations and dental offices)

Learning Outcomes:

- Solve problems using critical and creative thinking and scientific reasoning