

Course Objectives/Course Outline
Spokane Community College

Course Title: *Office Management*

Prefix and Course Number: DENT 138

Course Learning Outcomes:

By the end of this course, a student should be able to:

1. Identify the role of the dental assistant through demonstration of knowledge of appointment scheduling, insurance, accounts receivable, expenses and disbursements, employment and practice management and ethics and jurisprudence including HIPAA.
2. Identify computer software and be able to navigate dental software.
3. Use dental nomenclature.
4. Define terminology used in this unit.
5. Demonstrate professional interpersonal communication both verbal and nonverbal with instructors, peers and patients.
6. Identify and practice appropriate ethics when in lecture.

Course Outline:

Control appointment scheduling

1. Understand how to maintain patient records and insurance forms.
2. Understand what financial collections and payables is.
3. Describe how to maintain supply and inventory systems.
4. Demonstrate correct telephone techniques
5. Demonstrate basic business equipment operations and computer proficiency.

Insurance

1. Identify the major types of dental health care programs including: dental plans, commercial insurance companies, closed panel clinics, health maintenance organizations, and government-sponsored programs.
2. Identify the factors which affect coverage differences such as: UCR/schedule of allowances, co-insurance and co-payment, deductive, exclusions, annual maximums, and alternative procedure policy.
3. Describe the importance of efficient handling of dental health insurance claims and how this can affect the financial health of the practice.
4. List the folders included in the "Master File System" for storing active insurance claims, and state why it is necessary to keep track of claims as they move through the various stages.
5. State the importance of determining patient eligibility and predetermination of benefit. Be able to identify at least three other terms that are commonly interchangeable with the term "predetermination".
6. Identify "release of information" and "assignment of benefits" and state why the patient is asked to sign each of these.
7. Describe the system of procedure codes known as the "Uniform Code of Dental Procedures and Nomenclature" and state why it is to our benefit to use these codes.
8. State the purpose of the "dual coverage clause" found in some dental policies, and describe the procedure for filing claims in such cases.
9. Discuss why patients frequently do not understand their dental coverage and list ways in which you, as a dental assistant, could help the patient.

Accounts Receivable and Expenses and Disbursements

1. Identify the following terms: accounts payable, back order, bank statement, canceled checks, consumable, expenses, fixed overhead, gross income, invoice net income, nonexpendable, outstanding checks, purchase order, requisition and variable overhead.
2. Establish the reorder point and reorder quantity for a given supply.
3. Describe the procedures for management of: accounts payable, C.O.D. deliveries, and the petty cash fund.

4. Differentiate between earnings and income and describe how these effect all dental health team members.
5. Describe the proper management of payments received.
6. State the proper way to handle a N.S.F. check and describe how to make the necessary adjustments on the office bookkeeping systems.
7. Identify collection letters to send to patients whose account is now 120 days overdue.

Employment/Practice Management

1. Describe the role of the dental auxiliary when employed as an administrative assistant, chairside assistant, coordinating assistant, expanded function dental assistant, business manager, and dental auxiliary educator.
2. State awareness of what he/she wants in a job and what he/she has to offer a potential employer.
3. Identify the following types of dental practice: solo, specialty, expense sharing arrangement, partnership, and group practice.
4. Identify the following: closed panel, HMO Professional Corporation, PA, PSRO, hospital dentistry, and public health dentistry.
5. List at least three places where an auxiliary seeking employment may look for information.
6. Discuss the responsibilities of both employer and employee in maintaining employment, including the role of physical well-being.
7. In class, stage "mock" interviews. One student will act as the dentist and another as the applicant. Take turns doing this, and after each session, review what happened. How did the applicant feel? What was the "doctor's" first impression? What could both of them have done differently to make the interview more successful?
8. Discuss in class what you feel are the responsibilities of both the employer and employee in maintaining employment.
9. Discuss why physical well-being is an important part of maintaining employment. What do you think is an appropriate uniform for a dental assistant? Why is a controlled hair style so important?
10. Identify motivating factors that influence decision making.
11. Prepare a cover letter and resume.
12. Discuss the importance of interviews and working interviews.

Computer

1. List basic steps of booting the computer.
2. Simulate patient records while performing specialized hands on computer practice.
3. Input patient fee information during computer practice.
4. Input patient payments while working in computer lab.

Ethics, Jurisprudence and HIPAA

1. Gain an understanding of ethics, jurisprudence, and the Health Information Portability and Accountability Act.
2. Identify the difference between civil and criminal law.
3. Define the Dental Practice Act and what it covers.
4. Identify who oversees the Dental Practice Act and how licenses for the dental field are obtained.
5. Define expanded functions
6. Identify due care.
7. Identify fraud and the service that can be given under the Good Samaritan Law.
8. Identify the four areas of the Americans with Disabilities Act.
9. Identify the responsibilities of the dental team in regard to advertising, professional fees and charges, and professional responsibilities and rights.
10. State how the HIPAA law has impacted the dental office and identify the parameters of the law.
11. Identify how patient health information can be used and disclosed, as well as the rights of patients.
12. Gain an understanding of the training that the staff must follow to be compliant with the HIPAA laws.
13. Identify the CDT transactions and code sets