



# Course Syllabus

**Course title:** Dental Office Management

**Class section:** DENA - 161 - X01

**Term:** 2025W

**Course credits:** 1.5

**Total hours:** 18

**Delivery method:** In-Person

## Territorial Acknowledgement

Camosun College respectfully acknowledges that our campuses are situated on the territories of the Łək̓ʷəŋən (Songhees and Kosapsun) and W̱SÁNEĆ peoples. We honour their knowledge and welcome to all students who seek education here.

## Instructor Details

**Name:** Kim Stonehouse

**Email:** StonehouseK@camosun.ca

## Instructor Statement

*As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.*

## Instructor Office Hours

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**Office:**

**Hours:**

D002

Available upon request

## Course Description

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### Course Description:

In this course, students are introduced to the fundamental principles of dental office management. Students will focus on the retention of dental records, client management, dental insurance, financial systems, and computer software used in the dental clinic.

### Prerequisites:

All of:

- B- in DENA 120
- B- in DENA 130
- COM in DENA 150

## Course Delivery Hours

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ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture	1	17	17
Seminar			
Lab / Collaborative Learning			
Supervised Field Practice			
Final Exam	1	1	1
		<b>TOTAL HOURS:</b>	<b>18</b>

## Course Learning Outcomes / Objectives

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Upon completion of this course a student will be able to:

- Describe the basic preparation of dental records, treatment plans and estimates, and the processing of dental insurance claims within the dental practice.
- Comply with confidentiality and legal standards in the management and maintenance of dental records, insurance, and financial information.
- Demonstrate an understanding of appointment scheduling and recall systems in the dental office.
- Demonstrate the use of dental office management software at an introductory level.
- Use effective verbal, written, and electronic communication skills appropriate to the intended audience.
- Apply critical thinking to problems and decision making in office management situations.

## Course Materials - Required

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Robinson, D.S. (2024). *Modern dental assisting* (14th ed.). St. Louis, Missouri: Elsevier.

Robinson, D.S. (2024). *Modern dental assisting student workbook* (14th ed.). St. Louis, Missouri: Elsevier.

DENA 161 Course Pack

Additional handouts

BCCOHP Website: [www.oralhealthbc.ca](http://www.oralhealthbc.ca)

## Course Schedule, Topics, and Associated Preparation / Activity

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**The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor. Course days, times and locations can be found on MyCamosun.**

Week or Date Range	Activity or Topic	Other Notes
Week 1	Introduction to Course	
Week 2	Unit 1: Role of the Office Administrator	
Week 3	Unit 1: Communication Pathways	
Week 4	Unit 1: Written Communication	

<b>Week or Date Range</b>	<b>Activity or Topic</b>	<b>Other Notes</b>
Week 5	Exam 1	
Week 6	Unit 2: Computer Applications	
Week 7	Unit 2: Record Keeping & Filing Systems	
Week 8	Reading Week	no class instruction
Week 9	Unit 2: Appointment Scheduling	
Week 10	Unit 2: Recall Systems	
Week 11	Unit 2: Inventory & Equipment Repairs	
Week 12	Practicum Week	no class instruction
Week 13	Practicum Week	no class instruction
Week 14	Exam 2	
Week 15	Unit 3: Financial Management	
Week 16	Unit 3: Estimates, Payments, Exan	
Week 17	Unit 3: Dental Insurance	
Week 18	Course Review	
Week 19	Final Exam: Units 1-3	
Week 20	Supplemental Exam if applicable	

## Evaluation of Learning: Weighted

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<b>DESCRIPTION</b>	<b>WEIGHTING</b>
<b>Assignments &amp; Activities</b>	<b>40%</b>
<b>Exam 1</b>	<b>15%</b>
<b>Exam 2</b>	<b>15%</b>
<b>Final Exam</b>	<b>30%</b>
<b>TOTAL:</b>	<b>100%</b>

**NOTE: Minimum passing grade for this course is a B- of 70%**

See Camosun's Grading Systems for Details

<https://camosun.ca/registration-records/student-records/camosun-grading-systems>

Grade Reviews and Appeals

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the **Grade Review and Appeals policy** for more information.

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

**The Centre for Accessible Learning (CAL) is part of Camosun's Student Affairs unit.** CAL coordinates academic accommodations and provides related programs and services to students with documented disabilities.

Students who require academic accommodations are expected to request and arrange accommodations through CAL in a timely fashion. While we understand that not all accommodation needs are known to students at the beginning of a course, accommodations cannot be provided unless the proper process is followed through CAL and an accommodation letter has been released to the instructor. Students are responsible for providing CAL with the proper documentation prior to the beginning of a course.

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required.

**Deadlines can be reviewed on the CAL exams page**

<https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams>

**Please consult the CAL webpage for more information:**

<https://camosun.ca/services/academic-supports/accessible-learning>

## Artificial Intelligence: A Guide for Students

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**Generative Artificial Intelligence (GenAI)** is an evolving technology that brings potential benefits but also substantial risks. While GenAI tools have the ability to transform how we work and learn, it is essential for the college community to adapt to these changes in a thoughtful and secure way.

**When using GenAI tools, students should ensure proper citation and attribution guidelines are followed.** This includes acknowledging AI assistance in reports ,presentations, or any external communications. Clear citation helps build trust, ensures ethical use, and reduces the risk of misinformation or copyright issues.

**For citation support visit the college's citation style guide.**

<https://camosun.libguides.com/cite>

### Artificial Intelligence: A Guide for Students

Visit the following website to learn about AI use in academic settings.

<https://camosun.libguides.com/artificialintelligence/home>

## Course Guidelines & Expectations

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DENA 172 Practicum Week: 12 and Week 13

## School or Departmental Information

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**Students are required to read and are accountable for the College policies (outlined in the section below).**

If relevant, students are required to read and are accountable for the guidelines noted on the HHS Clinical and Practice Placements website.

<https://camosun.ca/programs-courses/school-health-and-human-services/hhs-programs/practicums>

In addition students are required to follow the guidelines as described in the School of Health & Human Services (HHS) and program handbooks, including information on supplemental exams.

**School of Health & Human Services (HHS) Handbook**

<https://camosun.ca/programs-courses/school-health-and-human-services/information-health-and-human-services-students-1#top>

**Certified Dental Assistant Handbook**

<https://camosun.ca/programs-courses/school-health-and-human-services/information-health-and-human-services-students-9>

## Student Responsibility

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Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

## College Policies

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### **Academic Integrity**

Students are expected to follow the college's [Academic Integrity policy](#), and be honest and ethical in all aspects of their studies. To help you understand these responsibilities review the online [Academic Integrity guide](#).

The college's [Academic Integrity policy and supporting documents](#) detail the process for addressing and resolving matters of academic misconduct.

### **Academic Accommodations for Students with Disabilities**

If you have a documented disability and need accommodations contact the Centre for Accessible Learning (CAL). CAL will arrange the appropriate academic accommodations so you can participate in all academic activities. Visit the [CAL website](#) for more information

### **Academic Progress**

The [Academic Progress policy](#) details how the college monitors students' academic progress and what steps are taken if a student is at risk of not meeting the college's academic progress standards.

### **Acceptable Technology Use**

The [Acceptable Technology Use](#) policy outlines how students are expected to use college technology resources, this includes using your own devices on the college's network. The use of the college resources in a way that violates a person's right to study in an environment free of discrimination, harassment or sexual violation is prohibited.

### **Course Withdrawals Policy**

For details about course withdrawal see the [Course Withdrawals policy](#). Be aware of the [deadlines for fees, course drop dates, and tuition refunds](#).

### **Grading Policy**

To learn more about grading see the [Grading Policy](#).

### **Grade Review and Appeals**

The process to request a review of grades is outlined in the [Grade Review and Appeals policy](#).

### **Medical / Compassionate Withdrawals**

If you have experienced a serious health or personal issue, you may be eligible for a [medical/compassionate withdrawal](#). The [Medical / Compassionate Withdrawal Request form](#) outlines what is required.

### **Sexual Violence**

If you have experienced sexual violence on or off campus, you can get support from the Office of Student Support. The Office of Student Support is a safe and private place to talk about what supports are available and your options for next steps. Visit the [sexual violence support and education site](#) to learn more or email [oss@camosun.ca](mailto:oss@camosun.ca) or phone: 250-370-3046 or 250-370-3841.

### **Student Misconduct (Non-Academic)**

Camosun expects students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Review the [Student Misconduct Policy](#) to understand the college's expectations of conduct.

Looking for other policies? See [Camosun College Policies and Directives](#)

## **Services and Supports**

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Services are free and available to all students.

<b>Academic Supports</b>	<b>Enrollment Supports</b>
<a href="#">Centre for Accessible Learning</a>	<a href="#">Academic Advising</a>
<a href="#">English, Math and Science Help Centres</a>	<a href="#">Financial Aid and Awards</a>
<a href="#">Library</a>	<a href="#">Registration</a>
<a href="#">Writing Centre &amp; Learning Skills</a>	<a href="#">Tuition and Fees</a>
<b>Health and Wellness</b>	<b>Applied learning</b>
<a href="#">Counseling</a>	<a href="#">Co-operative Education and Career Services</a>
<a href="#">Fitness and Recreation</a>	<a href="#">Makerspace</a>
<a href="#">Office of Student Support</a>	

The [Centre for Indigenous Education Centre and Community Connections](#) provides cultural and academic supports for Indigenous students.

[Camosun International](#) provides supports to international students.



[The Ombudsperson](#) provides an impartial, independent service to ensure students are treated fairly. The service is a safe place for students to voice and clarify concerns and complaints.

If you have a mental health concern, contact Counselling. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

## Changes to this Syllabus

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Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change the course content or schedule. When changes are necessary the instructor will give clear and timely notice.