



**CAMOSUN COLLEGE**  
*School of Health & Human Services*  
*Dental Programs*

**DENA 161**  
**Dental Office Management**  
**Winter 2018**  
**COURSE OUTLINE**

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The Approved Course Description is available on the web @	<a href="http://camosun.ca/learn/calendar/current/web/dena.htm">http://camosun.ca/learn/calendar/current/web/dena.htm</a>
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*W Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records.*

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**1. Instructor Information**

<b>(a) Instructor</b>	Shelley Melissa
<b>(b) Office hours</b>	By appointment
<b>(c) Location</b>	Dental Building 002
<b>(d) Phone</b>	(250)370-3077 <b>Alternative: N/A</b>
<b>(e) E-mail</b>	melissas@camosun.bc.ca
<b>(f) Website</b>	On D2L site

**2. Intended Learning Outcomes**

**LEARNING OUTCOMES**

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

1. Describe the basic preparation of dental records, treatment plans and estimates, and the processing of dental insurance claims within the dental practice
2. Comply with confidentiality and legal standards in the management and maintenance of dental records, insurance, and financial information
  - o Discuss legal and ethical implications regarding dental records, including their retention
3. Demonstrate an understanding of appointment scheduling and recall systems in the dental office
  - o Demonstrate organizational skills
  - o dental screening in public clinic

4. Demonstrate the use of dental office management software at an introductory level
5. Use effective verbal, written, and electronic communication skills appropriate to the intended audience
6. Apply critical thinking to problems and decision making in office management situations

### **PROPOSED LEARNING EXPERIENCES**

1. Lecture / Discussion
2. Assigned Readings
3. Classroom Discussions
4. Role - Play
5. In-Class Practice
6. Assignments
7. Scenarios
8. Dental 'Screening' and 'Clinic' Reception Days
9. Computer Lab: Exan Dental Software

### **3. Required Materials**

(a) Texts: Modern Dental Assisting, Bird, Doni L., and Debbie S. Robinson. 12<sup>th</sup> edition. Elsevier Saunders, St. Louis, Missouri 2018.

(b) Other: Additional resources and handouts may be distributed as required.

### **4. Course Content and Schedule**

#### **Calendar 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.

**Pre-requisites**

DENA 120, 130 & 150

**Co-requisites****Pre/Co-requisites****Course Particulars**

(a) Credits            1.0

(b) Components

class 2 hrs; lab 0; seminar 0; practicum 0 hrs; out of class;  
0

(c) Is the course available by distributed education? No

(c) Contact Hours

Wednesday 3:00 – 4:50 p.m. DNT 015 (*Every other week* – Starting January 10<sup>th</sup> 2018  
(Refer to CDA Program Winter 2018 Timetable for DENA 161 schedule)

Hours: 2 Hours every other week : Total contact hours 17.0 hrs

(e) Is prior learning assessment available for this course? No

## EVALUATION

### Percentage of Semester Grade

- |                               |     |
|-------------------------------|-----|
| 1. Unit Activities            | 25% |
| 2. Participation / Attendance | 35% |
| 3. Final Assignment           | 40% |

## 6. Grading System

*The minimum grade for successful completion of DENA 161 is B-or 70%.*

- Standard Grading System (GPA)
- Competency Based Grading System

<http://www.camosun.bc.ca/policies/policies.php>

### A. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-	<b>Minimum Passing Grade for DENA 161 (70%)</b>	4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F		0

### B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.

**7. Recommended Materials or Services to Assist Students to Succeed Throughout the Course**

**LEARNING SUPPORT AND SERVICES FOR STUDENTS**

There are a variety of services available for students to assist them throughout their learning. This information is available in the College Calendar, Student Services or the College web site at <http://www.camosun.bc.ca>

**STUDENT CONDUCT POLICY**

There is a Student Conduct Policy. It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College web site in the Policy Section. <http://www.camosun.bc.ca/policies/policies.html>