

# COURSE SYLLABUS



Camosun College campuses are located on the traditional territories of the Ləkʷəŋən and WSÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

**TERM:** Winter 2021  
**COURSE & SECTION:** DENA 161 - X01  
**COURSE TITLE:** Dental Office Management  
**SECTION DETAILS:** Mondays 3pm-3:50pm  
**INSTRUCTOR:** Meagan Rumsby | RumsbyM@camosun.bc.ca | Contact via D2L site  
**OFFICE HOURS:** By appointment

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.

Camosun College will continue to follow the guidance of the Provincial Health Officer, the B.C. Government and WorkSafeBC, and as such may revise the delivery of courses. Courses with an approved face-to-face component may need to move to online or remote delivery if necessary.

The COVID-19 pandemic has presented many challenges, and Camosun College is committed to helping you safely complete your education. Following guidelines from the Provincial Health Officer, WorkSafe BC and the B.C. Government to ensure the health and wellbeing of students and employees Camosun College is providing you with every possible protection to keep you safe including COVID Training for students and employees, health checks, infection control protocols including sanitization of spaces, PPE and ensuring physical distancing. Please refer to: <http://camosun.ca/covid19/fag/covid-fags-students.html>

However, if you're at all uncomfortable being on campus, please share your concerns with your Instructor and if needed, alternatives will be discussed.

## 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.

<input type="checkbox"/>	<b>Synchronous delivery:</b> Courses will be completely online with online scheduled meetings and expectations for remote student participation. There will be meeting times but not on campus. Students will be expected to manage time zone differences for scheduled online activities.	<input type="checkbox"/>	<b>Asynchronous delivery</b> Courses will be completely online with no set meeting schedules. Students may participate from any time zone or anywhere in the world. All evaluation will be managed remotely.	<input checked="" type="checkbox"/>	<b>Blended delivery:</b> A mixed delivery of both synchronous and asynchronous.
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Course Credits: 1

Prerequisite(s): B- in DENA 120, B- in DENA 130, COM in DENA 150  
 Corequisite(s):  
 Pre/Corequisite(s):  
 Exclusion(s):

**COURSE DELIVERY**

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ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture	1	17	17
Seminar			
Lab / Collaborative Learning			
Supervised Field Practice			
Workplace Integrated Learning			
Online			
<b>TOTAL HOURS</b>			<b>17</b>

Additional Delivery information:  
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**LEARNING OUTCOMES**

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

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

**REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION**

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Bird, D.L., & Robinson, D.S. (2021). Modern Dental Assisting (13th ed.). St. Louis, Missouri: Elsevier.

Bird, D.L., & Robinson, D.S. (2021). Modern Dental Assisting Student Workbook (13th ed.). St. Louis, Missouri: Elsevier.

DENA 161 Course Package  
 Reading list (available on D2L)

**COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION**

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**ACTIVITY**

Weekly schedule will be available on D2L  
 Mondays 3pm-3:50pm  
 Total contact of 17 hours

Preparation and assignment work (including group work) will be required outside of regular class time

## STUDENT EVALUATION

**NOTE: minimum passing grade for this course is B- or 70%**

DESCRIPTION		WEIGHTING
Unit activities & participation		15%
Portfolio – group assignment		25%
Unit tests	Test 1	15%
	Test 2	15%
Final Examination		30%
<ul style="list-style-type: none"><li>Attendance will be integral to successful completion of this course</li><li>Late assignments will be subject to a 25% penalty</li><li>Assignments submitted by methods other than what is specified on the assignment outline will not be marked unless prior arrangements are made with the instructor</li><li>A minimum passing grade of 70% is required for successful credit of DENA 161</li></ul>		
If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. If you wish to dispute a final grade you have received, please refer to the <a href="#">Grade Appeal Policy</a> .	TOTAL	100%

## SCHOOL, DEPARTMENT, OR PROGRAM PROCEDURES, REQUIREMENTS, AND STANDARDS

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## SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/services/>.

Academic Advising	<a href="http://camosun.ca/services/academic-advising/">http://camosun.ca/services/academic-advising/</a>
Accessible Learning	<a href="http://camosun.ca/services/accessible-learning/">http://camosun.ca/services/accessible-learning/</a>
Counselling	<a href="http://camosun.ca/services/counselling-centre/">http://camosun.ca/services/counselling-centre/</a>
D2L Support	<a href="mailto:desupport@camosun.ca">desupport@camosun.ca</a>
Financial Aid and Awards	<a href="http://camosun.ca/services/financial-aid/">http://camosun.ca/services/financial-aid/</a>
Help Centres (Math/English/Science)	<a href="http://camosun.ca/services/help-centres/">http://camosun.ca/services/help-centres/</a>
Indigenous Student Support	<a href="http://camosun.ca/learn/school/indigenous-education-community-connections/">http://camosun.ca/learn/school/indigenous-education-community-connections/</a>
International Student Support	<a href="http://camosun.ca/international/">http://camosun.ca/international/</a>
Learning Skills	<a href="http://camosun.ca/services/writing-centre/learning-skills">http://camosun.ca/services/writing-centre/learning-skills</a>

Library	<a href="http://camosun.ca/services/library/">http://camosun.ca/services/library/</a>
Office of Student Support	<a href="http://camosun.ca/services/student-support/">http://camosun.ca/services/student-support/</a>
Ombuds	<a href="http://camosun.ca/about/ombudsman/">http://camosun.ca/about/ombudsman/</a>
Registration	<a href="http://camosun.ca/services/registration/">http://camosun.ca/services/registration/</a>
Technology Support	<a href="http://camosun.ca/services/its/">http://camosun.ca/services/its/</a>
Writing Centre	<a href="http://camosun.ca/services/writing-centre/">http://camosun.ca/services/writing-centre/</a>

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

## 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.

## STATEMENTS: POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

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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.

### COLLEGE-WIDE POLICIES

#### Academic Accommodations for Students with Disabilities

The College is also committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, anxiety, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs and create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate accommodations you need without disclosing your diagnosis or condition to course instructors. If you need to request academic accommodations, you can contact CAL at: [accessible@camosun.ca](mailto:accessible@camosun.ca) or by phone at 250-370-3312 (Lansdowne) or 250-370-4049 (Interurban). Visit <http://camosun.ca/services/accessible-learning/> for more information.

### Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

### Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

### Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

### Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies and Procedures" (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

### Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

### Student Code of Conduct (Academic and Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Conduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

CHAIR REVIEW DATE: Dec 17, 2020

TEMPLATE VERSION: 2020.1

**Changes to this Course Syllabus:** 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 courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.