

# Washtenaw Community College Comprehensive Report

## DEN 212 Dental Practice Management Effective Term: Fall 2017

### Course Cover

**Division:** Health Sciences

**Department:** Allied Health

**Discipline:** Dental Assisting

**Course Number:** 212

**Org Number:** 15100

**Full Course Title:** Dental Practice Management

**Transcript Title:** Dental Practice Management

**Is Consultation with other department(s) required:** No

**Publish in the Following:** College Catalog , Time Schedule , Web Page

**Reason for Submission:** Three Year Review / Assessment Report

**Change Information:**

**Course description**

**Outcomes/Assessment**

**Objectives/Evaluation**

**Rationale:** The course objectives will be changed in order to better align with the course outcomes.

**Proposed Start Semester:** Fall 2017

**Course Description:** In this course, students are introduced to the business practices needed to be an effective team member in a dental office. Students will explore practices such as payroll, accounts receivable and payable as well as appointment scheduling. Students will focus on formatting and preparing written communications. Throughout this course, accuracy and attention to detail will be emphasized. Students will prepare to seek employment as entry-level dental assistants through writing resumes and letters of application and preparing for interviews.

### Course Credit Hours

**Variable hours:** No

**Credits:** 3

**Lecture Hours: Instructor:** 45 **Student:** 45

**Lab: Instructor:** 0 **Student:** 0

**Clinical: Instructor:** 0 **Student:** 0

**Total Contact Hours: Instructor:** 45 **Student:** 45

**Repeatable for Credit:** NO

**Grading Methods:** Letter Grades

Audit

**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

### College-Level Reading and Writing

College-level Reading & Writing

### College-Level Math

### Requisites

**Prerequisite**

DEN 107 minimum grade "C"

## **General Education**

### **Request Course Transfer**

**Proposed For:**

### **Student Learning Outcomes**

1. Demonstrate dental office business practices.

#### **Assessment 1**

Assessment Tool: Written assignments

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Departmentally-developed rubric.

Standard of success to be used for this assessment: 85% of the students will score 80% or higher.

Who will score and analyze the data: DA Faculty

2. Prepare written communications used in a dental practice.

#### **Assessment 1**

Assessment Tool: Written assignments

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Departmentally-developed rubric.

Standard of success to be used for this assessment: 85% of the students will score 80% or higher.

Who will score and analyze the data: DA Faculty

3. Develop a portfolio of employment application materials suitable for working in a dental practice.

#### **Assessment 1**

Assessment Tool: Portfolio

Assessment Date: Fall 2020

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Departmentally-developed rubric.

Standard of success to be used for this assessment: 85% of the students will score 80% or higher.

Who will score and analyze the data: DA Faculty

### **Course Objectives**

1. Identify parts of a letter and apply various formatting styles to written communication.
2. Identify the characteristics of effective written communication.
3. Prepare a series of business letters demonstrating effective written communication.
4. Using dental office software, schedule appointments and create walk out statements.
5. Identify the various documents comprising a patient's record.
6. Identify legal and ethical issues of the dental office including HIPAA.
7. Perform basic accounting procedures.
8. Identify inventory management techniques and factors determining inventory amounts.

9. Identify the importance of infection control to the administrative assistant and their role in maintaining records required by OSHA.
10. Identify personal priorities and career goals.
11. Prepare a resume and a letter of application for potential interviews.
12. Demonstrate accuracy and attention to detail.

### **New Resources for Course**

#### **Course Textbooks/Resources**

##### Textbooks

Finkbeiner and Finkbeiner. *Practice Management for the Dental Team*, 8th ed. Mosby/Elsevier, 2016

##### Manuals

Finkbeiner and Finkbeiner. Practice Management for the Dental Team Student Workbook 8th Edition, Elsevier, 04-15-2015

##### Periodicals

##### Software

#### **Equipment/Facilities**

Level III classroom

<b><u>Reviewer</u></b>	<b><u>Action</u></b>	<b><u>Date</u></b>
<b>Faculty Preparer:</b> <i>Kathleen Weber</i>	<i>Faculty Preparer</i>	<i>Nov 21, 2016</i>
<b>Department Chair/Area Director:</b> <i>Connie Foster</i>	<i>Recommend Approval</i>	<i>Nov 22, 2016</i>
<b>Dean:</b> <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Dec 12, 2016</i>
<b>Curriculum Committee Chair:</b> <i>David Wooten</i>	<i>Recommend Approval</i>	<i>Apr 05, 2017</i>
<b>Assessment Committee Chair:</b> <i>Ruth Walsh</i>	<i>Recommend Approval</i>	<i>Apr 06, 2017</i>
<b>Vice President for Instruction:</b> <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Apr 11, 2017</i>