

Washtenaw Community College Comprehensive Report

DEN 212 Dental Practice Management Effective Term: Winter 2025

Course Cover

College: Health Sciences

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:

Change Information:

Consultation with all departments affected by this course is required.

Rationale: Add new clinical software and current practice to course objectives

Proposed Start Semester: Winter 2025

Course Description: In this course, students will be 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, as well as 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

No Level Required

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: Outcome-related written assignments

Assessment Date: Fall 2027

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 rubrics

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: Departmental faculty

2. Prepare written communications used in a dental practice.

Assessment 1

Assessment Tool: Outcome-related written assignments

Assessment Date: Fall 2027

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 rubrics

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: Departmental faculty

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

Assessment 1

Assessment Tool: Portfolio

Assessment Date: Fall 2027

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: Departmental faculty

Course Objectives

1. Identify the characteristics of effective written communication.
2. Prepare a series of business letters/emails demonstrating effective written communication.
3. Record office voicemail greetings.
4. Communicate effectively given various patient/staff scenarios.
5. Demonstrate effective appointment management utilizing business office software given various patient scenarios.
6. Identify legal and ethical issues of the dental office including HIPAA (Health Insurance Portability and Accountability Act).
7. Perform basic accounting procedures.
8. Identify inventory management techniques and factors determining inventory amounts.

9. Review a quantity purchase discount scenario and determine cost savings.
10. Identify the importance of infection control to the administrative assistant and their role in maintaining records required by OSHA (Occupational Safety and Health Administration).
11. Develop a marketing tool to be used for a dental practice.
12. Prepare a policy/procedural outline to be included in an office handbook/procedural manual.
13. Identify personal priorities and career goals.
14. Prepare a resume for a dental assisting position.
15. Prepare a cover letter and follow-up letter for a potential interview.
16. Evaluate and prepare a dental assisting job posting.
17. Demonstrate accuracy and attention to detail.
18. Compare and contrast the different types of preventive recall systems.
19. Evaluate a clinical scenario in order to schedule procedures with the appropriate clinical staff.
20. Use the appropriate ADA (American Dental Association) codes when scheduling appointments or preparing documents for insurance.

New Resources for Course

Course Textbooks/Resources

Textbooks

Bird, D and Robinson, D. *Modern Dental Assisting*, 14 ed. Elsevier, 2024

Manuals

Periodicals

Software

Equipment/Facilities

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Kristina Sprague</i>	<i>Faculty Preparer</i>	<i>Sep 17, 2024</i>
Department Chair/Area Director: <i>Kristina Sprague</i>	<i>Recommend Approval</i>	<i>Sep 17, 2024</i>
Dean: <i>Shari Lambert</i>	<i>Recommend Approval</i>	<i>Oct 04, 2024</i>
Curriculum Committee Chair: <i>Randy Van Wagnen</i>	<i>Recommend Approval</i>	<i>Oct 18, 2024</i>
Assessment Committee Chair: <i>Jessica Hale</i>	<i>Recommend Approval</i>	<i>Oct 18, 2024</i>
Vice President for Instruction: <i>Brandon Tucker</i>	<i>Approve</i>	<i>Oct 19, 2024</i>

Washtenaw Community College Comprehensive Report

DEN 212 Dental Practice Management Effective Term: Fall 2021

Course Cover

College: Health Sciences

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:

Objectives/Evaluation

Rationale: Update course objectives to better reflect current dental business practices.

Proposed Start Semester: Spring/Summer 2021

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 as well as preparing for interviews.

Course Credit Hours

Variable hours: No

Credits: 3

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

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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: Outcome-related written assignments

Assessment Date: Fall 2023

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 rubrics

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: Outcome-related written assignments

Assessment Date: Fall 2023

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 rubrics

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 2023

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/emails demonstrating effective written communication.
4. Record office voicemail greetings.
5. Communicate effectively given various patient/staff scenarios.
6. Demonstrate effective appointment management utilizing staff appropriately with various patient scenarios.
7. Identify the various documents comprising a patient's record.
8. Identify legal and ethical issues of the dental office including HIPAA.
9. Perform basic accounting procedures.
10. Identify inventory management techniques and factors determining inventory amounts.

11. Identify the importance of infection control to the administrative assistant and their role in maintaining records required by OSHA.
12. Develop a marketing tool to be used for a dental practice.
13. Prepare a policy/procedural outline to be included in an office handbook/procedural manual.
14. Identify personal priorities and career goals.
15. Prepare a resume and a letter of application for potential interviews.
16. Evaluate and prepare a dental assisting job posting.
17. Demonstrate accuracy and attention to detail.
18. Compare and contrast the different types of preventive recall systems.

New Resources for Course

Course Textbooks/Resources

Textbooks

Bird, D and Robinson, D. *Modern Dental Assisting*, 13 ed. Elsevier, 2021

Manuals

Periodicals

Software

Equipment/Facilities

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Kristina Sprague</i>	<i>Faculty Preparer</i>	<i>Jan 26, 2021</i>
Department Chair/Area Director: <i>Kristina Sprague</i>	<i>Recommend Approval</i>	<i>Jan 26, 2021</i>
Dean: <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Feb 16, 2021</i>
Curriculum Committee Chair: <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Apr 08, 2021</i>
Assessment Committee Chair: <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Apr 12, 2021</i>
Vice President for Instruction: <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Apr 26, 2021</i>