South Central College

DA 1850 Dental Business Technologies

Course Outcome Summary

Course Information

Description	The course is designed to introduce students to dental software and implement software skills in clinical courses. This course will also expose students to business management aspects including administrative, financial and records management. Basic computers skills are needed for successful completion of course (Prerequisites: Admission to the Dental Assisting program)
Total Credits	3
Total Hours	48

Types of Instruction

Instruction Type	Credits/Hours
Lecture	3/48

Pre/Corequisites

Admission to the Dental Assisting program.

Institutional Core Competencies

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

Course Competencies

1.   **Demonstrate knowledge of privacy protocols and procedures.**

     Learning Objectives
     Describe HIPAA as it applies to dental settings.
     Demonstrate knowledge of electronic records protocols.
     Utilize HIPAA protocols in clinical practice.

2.   **Explain the use of computer software components.**

     Learning Objectives

Identify software components used clinically.
Navigate software components using basic computer skills.
Demonstrate problem solving skills with software errors.

3. Distinguish methods of dental oral charting.

Learning Objectives
Differentiate paper and electronic charts.
Identify annotation methods used clinically.
Accurately identify and record dental conditions.

4. Utilize various forms of oral charting.

Learning Objectives
Identify charting methods including Palmer, Universal and ISO.
Utilize various charting methods, paper and digital.
Apply charting knowledge to clinical settings.

5. Summarize office communications with dental records.

Learning Objectives
Identify and use various types of patient records.
Use current CDT codes.
Collect and record patient notes.

6. Employ patient communication skills.

Learning Objectives
Discuss professional telephone skills.
Categorize documentation within patient records.
Gather data as communicated by patients.

7. Demonstrate scheduling techniques.

Learning Objectives
Identify appointment book styles.
Outline office appointment book for staff.
Demonstrate effective scheduling for all office staff.
Differentiate recall appointments.

8. Describe insurance procedures within dental office.

Learning Objectives
Explain third party payer processes.
Identify types of dental insurance.
Complete insurance processing.

9. Associate financial transactions with office management protocols.

Learning Objectives
Identify bookkeeping methods.
Compare accounts receivable and accounts payable.
Define methods of debt collection.

10. Describe inventory control methods.

Learning Objectives
Define inventory control methods.
Identify ordering techniques.
Understand inventory item types.

11. Discuss written communication in a professional office.

Learning Objectives
Identify interoffice communication types.
Evaluate various types of written communication methods.
Identify office machines and usage.

12. Prepare employment portfolio.

Learning Objectives
Demonstrate resume writing skills.
Perform job seeking skills.
Identify interview skills.

SCC Accessibility Statement

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations.   North Mankato: Room B-132, (507) 389-7222;   Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: www.southcentral.edu/disability

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