

**NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
DNA 130 - DENTAL OFFICE MANAGEMENT (2 CRS.)**

Course Description

Exposes students to and provides practical experience in the legal aspects of dental office management with regard to ethics, jurisprudence, appointment control, recall systems, reception techniques, telephone techniques, accounts receivable and payable, payroll insurance claims, inventory control, and professional conduct in a dental office. Lecture: 2 hours per week.

General Course Purpose

This course instructs the student in the methods of maintaining dental office records. Other areas of study include: bookkeeping systems; dental insurance; telephone communications; patient management; recall systems; appointment control; oral and written communications; inventory systems; and supply ordering.

Course Prerequisites/Corequisites

Prerequisites: DNA 100, DNA 108, DNA 110, DNA 113, DNA 134, and PSY 200.

Corequisites: DNA 114, DNA 119, DNA 120, DNA 140, and CST 229.

Course Objectives

Upon completing the course, the student will be able to:

- Describe the methods for finding employment opportunities in the dental profession
- Describe the importance for understanding a patient's behavior and their reaction to dental treatment
- Describe the importance of communication skills when speaking to patients on the telephone
- Describe the importance of appointment control in the dental office
- Describe the importance of using and maintaining a recall system
- Describe the different type of forms that are utilized in a dental office
- Describe the importance for maintaining accurate and complete dental records
- Describe the various mail services available for use in the dental office
- Describe the procedures for ordering and receiving supplies
- Describe the importance of the storage and shelf life of supplies
- Describe dental health care programs, as well as discuss the features of the types of insurance claim forms
- Describe common bookkeeping systems used in clinical practice
- Describe the purpose of payroll records and employee earning records
- Describe methods of payment for dental treatment
- Describe computer software packages and their effectiveness in maintaining office and patient records
- Describe the types of business equipment utilized in a dental office, as well as their methods of operation
- Describe and demonstrate the ability to perform basic business procedures used in a dental office

Major Topics To Be Included

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| • Applying for a Position in the Dental Profession | • Business Records and Tax Reports |
| • Business and Patient Management | • Banking Procedures |
| • Telephone Techniques | • Business Equipment |
| • Appointment Control | • Computers in The Dental Office |
| • Recall Systems Management | |
| • Records Management | |
| • Office Mail | |
| • Inventory Systems and Supply Ordering | |
| • Dental Insurance | |
| • Bookkeeping Systems | |