

Dental Assisting Course Syllabus



2016 – 2017

Revised: 12/15

Lake Area Technical Institute: superior, comprehensive technical education that changes lives and launches careers.

COURSE: DA 176 – Dental Office Administration

GENERAL DESCRIPTION: Manual and computerized methods of recordkeeping, appointment scheduling, billing, insurance, collections, and upkeep of dental records.

DURATION: Clock Hours – 42 (30 didactic, 12 lab) Semester Credit – 1.5

CLASS SESSION: **Campus Students:**.....Lecture and Labs: Monday 12:00 Noon – 4:00 p.m.

Lab 1 – Week 4 Monday, January 25th

Lab 2 – Week 14 Monday, April 11th

Lab 3 – Week 15 Monday, April 25th

Online Students: Fridays 8:00-12:30pm

Dates to be present: 8:00-5:00

Fridays Jan. 14th, 15th and 22nd, Feb. 5th and 19th, Feb. 29th-March 4th, March 18th, April 1st and 8th.

INSTRUCTOR: Amy Meadors, RDA, CDA

OFFICE HOURS: Your instructor is available on-campus 8:00 am to 4:00 pm M-F and by appointment. However, you can expect a reply to any e-mail within 24 hours M-F and 48 hours Saturday/Sunday.

CONTACT INFORMATION: Amy.meadors@lakeareatech.edu 605-882-5284 ext. 378

REQUIRED TEXT: *Modern Dental Assisting and student workbook*, Robinson and Bird, 11th edition.

MAJOR REFERENCES: *Dental Office Management*, Dietz. *The Administrative Dental Assistant*, Gaylor, *Modern Dental Assisting*, Bird and Robinson, 11th edition.

REQUIRED SUPPLIES: Pencils, eraser, pens, highlighter, note paper, and a planner.

METHODS OF INSTRUCTION: Lecture/PowerPoints, assignment sheets, workbook exercises online. Computer lab activities utilizing the Eagle Soft Select software in lab. Interactive videos/activities and instructor demonstrations with return demonstrations according to given criteria with instructor supervision.

INSTRUCTIONAL OBJECTIVES: At the completion of this course the student will:

1. Describe appropriate marketing patient reception and telecommunications techniques.
2. Demonstrate the ability to effectively control appointment scheduling and records management.
3. Manage accounts receivable bookkeeping including fees charged, payments received, account adjustments and collection.
4. Explain dental insurance and fill out a claim form.

5. Demonstrate accounts payable bookkeeping which includes the management, verification and prompt payment of expenses.

DA 176 – Dental Office Administration Page 2

UNITS OF INSTRUCTION/TOPICS INCLUDED		Didactic Hours	Lab Hours
176 1	Participate in dental office communication.	8	4
176 2	Demonstrate business operating systems.	10	4
176 3	Demonstrate financial management, accounts payable and receivable.	12	4
Total		30	12

ATTENDANCE: Absences can seriously affect grades. Consistent with department policy, the maximum number of hours missed is six (6). There are no excused absences. Students are responsible for all information missed while absent from class. This includes any changes to the schedule that might occur. When a student is 10 minutes late for class, it is an automatic absence.

EVALUATION CRITERIA: A major exam will be given after each unit of instruction. The final grade will be calculated by adding total points achieved and dividing by the number of points possible. The student must achieve a minimum 80% cumulative average at the completion of the course.

Grading:

Quizzes and Assignments.....	160 points
Exams.....	107 points
Final Exam.....	<u>45 points</u>
	312 Total Points

GRADING SCALE: 94% - 100% = A 87% - 93% = B 86% - 80% = C 79% or below = Failing

1. Tests not taken on the scheduled test day will be assessed a 10% late penalty unless other arrangements have been made **prior** to test day. If you are absent the day of a test, the late penalty will be assessed and that test must be taken within **2 DAYS** or a score of zero will be awarded. *Note: This test may NOT be the same test given in class.*
2. Points are awarded for assignments completed. Assignments/tests are due on the date specified unless an extenuating circumstance has been approved by the instructor. Late assignments will not be accepted unless due to extenuating circumstances and will be penalized by 10%.

ATTENDANCE:

for on-campus students

Consistent with department policy, a student may miss six hours of any one class during the semester. Upon missing the seventh hour, a drop slip will be filled out and submitted to the registrar. Within three days of being dropped, the student may appeal by filling out an appeal form with the registrar. The registrar will then set up a meeting with the student and the instructor. The appeal will be considered and a decision reached on an individual basis. Absences can seriously affect grades. **Students are responsible for all information missed while absent from class.** This includes any changes to the schedule that might occur. When a student is 10 minutes late for class, it is an automatic absence.

Obviously, if you are gone you will be missing the opportunity to gain points toward your final grade. Make up for a test for full credit is possible only if the following two conditions are met:

1. You contact the course instructor prior to the beginning of class or lab.

And

2. You have a legitimate excuse that you can document. Examples: serious illness (requires a doctor's note), funeral (accompanied by the memorial pamphlet from the funeral), automobile accident (documentation necessary), severe weather, and program-related activity (requires documentation).

for online students

Attendance will be based on logging in to the course website on My Portal and/or E-learning. If you have not logged in or communicated with your instructor for seven (7) consecutive days, a drop slip will be filled out and submitted to the registrar. Within three days of being dropped, the student may appeal by filling out an appeal form with the registrar. The registrar will then set up a meeting with the student and the instructor. The appeal will be considered and a decision reached on an individual basis. Communicating with your instructor is very important. All correspondence must be through the LATI email system.

ADDITIONAL COURSE INFORMATION:

for online and on-campus students

1. Social networking is distracting to those around you. Please be courteous during classroom instructional time (lecture and other class activities).
2. Cellphones and other mobile devices (iPods) are to be **turned off and put away** unless being used for classroom activities (as specified by your instructor). Any texting during class will not be allowed. Please inform the instructor if there is an emergency call expected. Cell phones should be visible in front of computers during exams or placed in the front of the classroom. **NO Cell phones allowed in the laboratory**, any and all exceptions must be cleared with the instructor prior to entering lab.
3. Personal responsibility is expected of all students. You are responsible for knowing the material as well as meeting all due dates. It is suggested that each student develop a method for keeping track of due dates(planner).
4. Professional behavior is expected in class and on-campus at all times. Professionalism in the classroom and in the workplace are vital to your success. Unprofessional behavior including, but not limited to, swearing, cheating, making rude comments or gestures, showing disrespect, talking, cell phone usage, and unauthorized computer usage during instructional time will not be tolerated.

COMMUNICATION GUIDELINES FOR EMAIL:

- When emailing, always use LATI's email system for communicating with your instructor.
- Include a subject line to let me know what the message is about.
- Please include a salutation (Hi) and a closing (thank you, sincerely,)
- Clearly describe your question or information you would like to share.
- Use complete sentences including capital letters and punctuation. Email (in an academic and workplace setting) should follow a professional format; it is not the same as texting or sending a quick reply to a close friend.

PROFESSIONAL ONLINE ETIQUETTE:

- **Be aware of how you communicate via e-mail or in the forum so your message is not misinterpreted.** Communication between humans is approximately 90 percent body language, 8 percent tone of voice, and 2 percent spoken words. With e-mail, 98 percent of the communication's context is no longer in play.
- **Avoid language that may come across as strong or offensive.** Language can be easily misinterpreted in written communication. Humor and sarcasm may easily be misinterpreted in online platforms, so try to be as matter-of-fact and professional as possible. No inappropriate, offensive, or profane language.
- **Review, review, then send.** There's no taking back a comment that has already been sent, so it is important to double-check all writing to make sure that it clearly conveys the exact intended message.
- **An online classroom is still a classroom.** Though the courses may be online, appropriate classroom behavior is still mandatory. Respect for fellow classmates and the instructors is as important as ever.

ACADEMIC HONESTY STUDENTS' RESPONSIBILITIES: Students are responsible for their own behaviors and are expected to maintain stated standards of academic honesty. Students share the responsibility with the faculty for maintaining an environment that supports academic honesty and discourages plagiarism or cheating.

FACULTY AND ADMINISTRATOR RESPONSIBILITIES: Faculty are responsible for creating a classroom and testing environment that discourages cheating, confronts suspected violators and insures fair treatment of all students. Administrators also share the responsibility for developing an environment that discourages academic dishonesty.

ACADEMIC DISHONESTY: The following activities are considered to be academically dishonest:

- Failing to report observed instances of academic dishonesty.
- Plagiarism, defined as representing as one's own, the ideas, writings, or other intellectual properties of others, including other students; any material taken verbatim from the work of others must be placed in quotation marks and a reference cited. Paraphrased content must have appropriate attribution.
- Collaboration on assignments unless it is clearly permitted per the syllabus/instructor.
- Falsifying academic records.
- Bribing faculty to improve academic scores or grades.
- Acquiring an exam during the preparation, duplication, storage, or prior to testing date.
- Removing or acquiring secured exams after administration.
- Copying answers from another student's examination.
- Taking a crib sheet or other form of prepared answers/notes into an examination when not permitted by the instructor.

DA 176 – Dental Office Administration Page 3

- Leaving the examination and returning without permission.
- Taking an examination for someone else, preparing and submitting an assignment for someone else, or sign-in for class for someone else.
- Receiving, retaining, and/or using materials obtained in a manner that is defined as academically dishonest.
- Using signals or otherwise communicating (e.g. text messaging) during an examination to share answers with or from another student.
- Continuing to answer test items beyond the prescribed exam time limit.
- Falsifying reasons for excused absences from examinations.

- Taking examinations at times other than the one to which you have been assigned in order to obtain more preparation time.

If a student is participating in academic dishonesty and is caught, he/she may be dismissed from the course.

STUDENT SERVICES:

- *Career Counseling*

Guidance is available for students when investigating career choices or in reaffirming the choice already made.

- *Personal Counseling*

Knowing that student life can be stressful, Lake Area Tech provides personal on-campus counseling for either school-related or non-school-related issues. At times, referral to another counseling service may be warranted. Check with the on-campus counseling staff if you have concerns you need to discuss. Specific referrals for drug and alcohol-related issues will be made by on-campus counselors.

- *Americans with Disabilities Act Policy*

Students are entitled to 'reasonable accommodations' under provisions of the Americans with Disabilities Act. Those in need of such accommodations should notify the instructor and make appropriate arrangements with the Counseling Office.

- *Student Tutoring*

The Educational Services Center staff and peer tutors provide tutoring for all courses. If you are a student in need of help in any of your classes, please contact the Educational Services Coordinator located in the LATI library.

- *Online Learner Information*

Additional information and support for online learners at LATI is available at:

<http://www.lakeareatech.edu/onlinelearner/index.html>

RECORDING STATEMENT: Without permission, students do not have the authority to record **any** of the dental assisting classes, its class members, or any expressed content.

INSTRUCTOR RIGHTS STATEMENT: The instructor has the right to change any and all material on this syllabus at any time.

ADA STATEMENT: Watertown School District 14-4 provides equal opportunity in its employment regulations, educational, and activity programs. It is the policy of the District not to discriminate on the basis of sex, race, color, national origin, creed, religion, marital or veteran status, status in regard to public assistance, age, or disability.

Students are entitled to 'reasonable accommodations' under provisions of the Americans with Disabilities Act. Those in need of such accommodations should notify the instructor and make appropriate arrangements with the Office of Disability Services, Educational Services/Library.

Inquiries regarding implementation and compliance of the Americans with Disabilities Act may contact Sandie Jungers, Special Needs Coordinator, Watertown School District 14-4, P.O. Box 730, Watertown, SD 57201-0730, 605-882-6312. Persons with inquiries regarding implementation and compliance regarding Title IX or Section 504 may contact the Watertown School District Superintendent's Office, P.O. Box 730, Watertown, SD 57201-0730, 605-882-6312.

Additional inquiries may be directed to the Regional Director, U.S. Department of Education, Office for Civil Rights, 10220 North Executive Hills Boulevard, 8th Floor, Kansas City, MO 64153-1367, 816-880-4200.

**LAKE AREA TECHNICAL INSTITUTE
DENTAL ASSISTING COURSE DA176**

I have read, heard, and understood the course syllabus and policies associated with this particular course as written.

Student Signature

Date _____

DA 176 – Dental Office Administration Calendar of Instruction (Weekly Schedule)	
DATE	TOPIC/ASSIGNMENT
Week 1	Unit 1 Lecture: Dental Office Communication Complete Workbook Pages
Week 2	Unit 1 Lecture and Review: Dental Office Communication
Week 3	Unit 1 Lecture and Review: Dental Office Communication
Week 4	Unit 1 Lecture and Review: Dental Office Communication Workbook Pages Due Lab: – Unit 1 – Dental Communications – Phone messages – Telephone Roll Playing – Quiz Objective/Subjective Fears
Week 5	Unit 1 Review: Dental Office Communication Unit 1 Test
Week 6	Unit 2 Lecture: Business Operating Systems Complete Workbook Pages
Week 7	Unit 2 Lecture and Review: Business Operating Systems
Week 8	Clinicals
Week 9	Clinicals
Week 10	Spring Break
Week 11	Unit 2 Lecture and Review: Business Operating Systems Workbook Pages Due
Week 12	Unit 2 Lecture and Review: Business Operating Systems Unit 2 Test
Week 13	Unit 3 Lecture: Financial Management, Accounts Payable and Receivable Complete Workbook Pages and LAP
Week 14	Unit 3 Lecture and Review: Financial Management, Accounts Payable and Receivable
Week 15	Unit 3 Lecture and Review: Financial Management, Accounts Payable and Receivable Lab: – Unit 2 Records management and appointment control – Matrix appointments -both computer and paper – Appointment card – Alphabetizing and Indexing
Week 16	Unit 3 Lecture and Review: Financial Management, Accounts Payable and Receivable Lab: – Unit 3 Financial management, accounts payable and receivable – Check Writing – Reconciling a Bank Statement – Complete a Deposit Slip – Complete Insurance Claim Form – Walkout statements
Week 17	Unit 3 Lecture and Review: Financial Management, Accounts Payable and Receivable
Week 18	Unit 3 Lecture and Review: Financial Management, Accounts Payable and Receivable Unit 3 Test

This schedule is subject to change at the discretion of the instructor or director of the Dental Assisting program.



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