



# Wayne County Community College District

## COURSE SYLLABUS

### DA 127 Dental Office Management

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**CREDIT HOURS:** 2.00

**CONTACT HOURS:** 30.00

**COURSE DESCRIPTION:**

This lecture course is an introduction to basic dental practice management procedures. In addition, telephone management, appointment control, maintaining patient treatment records, bookkeeping, inventory and supplies, recall systems, and third party payment plans will be presented.

**PREREQUISITES:** *DA 110*

**EXPECTED COMPETENCIES:**

- To familiarize the student with the various aspects of office management.
- To teach the student various oral and written communications used in a dental office.
- List the different traits of an administrative dental assistant.
- Describe the many roles of the administrative dental assistant, office manager, business manager, receptionist, insurance clerk, records manager, data processor, bookkeeper, and appointment clerk.
- Demonstrate professional telephone courtesies
- Describe application of Hippa
- Describe the elements that are necessary for an effective recall system.
- Describe the mechanics of appointment scheduling.
- Describe the role of the inventory manager
- Demonstrate how to use various business office equipment.
- Working knowledge of Dental computer software.

**ASSESSMENT METHODS:**

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

**GRADING SCALE:**

90%-100% = A  
80%-89.9% = B  
70%-79.9% = C  
60%-69.9% = D  
<60% = E