

Dental Careers Institute
Dental Business Office Course Syllabus
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Week/Hours/Topics:

1 8 The Dental Team; Legal and Ethical Issues and Responsibilities. **Chapters: 1, 2**
Objective: Students will gather an understanding of each role in the dental office and how each one plays an important part. They will also legal implications of their position.

Week/Hours/Topics:

2 8 Hazard Communication and Regulatory Agency Mandates; Communications in Dental office; Patient Relations: **Chapters: 3, 4**
Objective: Students will gather an understanding of HIPPA; local, state and federal regulations; Bloodborne Pathogen Standards; emergency evacuation procedures; nonverbal communication; patient forms and patient relations.

Week/Hours/Topics:

3 8 Marketing the Practice; Printed Communication. **Chapters: 5, 6**
Objective: Students will gather an understanding of key elements of dental marketing, goal setting, patient satisfaction and printed information about the practice; cards, brochures etc.

Week/Hours/Topics:

4 8 Business Office Equipment. **Chapter: 7**
Objective: Students will gather an understanding of all equipment used in the daily operations of the dental office, ie; phone, fax, shredder, headsets, on hold calls, proper phone etiquette, messages taking and software functions.

Week/Hours/Topics:

5 8 Dental Terminology and Anatomy. **Chapter: 8**
Objective: Students will gather an understanding of the oral cavity, tooth composition, landmarks of the head and neck, tooth identification.

Week/Hours/Topics:

6 8 Charting the Oral Cavity. **Chapter: 9**
Objective: Students will gather an understanding of the charting system for the dentitions. Tooth numbering systems, symbols, and computer charting.

Week/Hours/Topics:

7 8 Patient Records and Treatment Planning. **Chapter: 10**

Objective: Students will gather an understanding of the filing system, types of patient records, ownership of those records and radiation safety.

Week/Hours/Topics:

8 8 Scheduling. **Chapter: 11**

Objective: Students will gather an understanding of scheduling to optimize productivity, appointment confirmation, recalls, and double booking.

Week/Hours/Topics:

9 8 Managing Accounts Receivable. **Chapter: 12**

Objective: Students will gather an understanding of managed care, insurance and third party, electronic claims, entering payments on patients accounts. How to make collection calls.

Week/Hours/Topics:

10 8 Managing Accounts Payable. **Chapter 13**

Objective: Students will gather an understanding of invoices, overhead, budgets, deposits and bank statements, payroll and tax records.

Week/Hours/Topics:

11 8 Supplies and Ordering; Employment Opportunities. **Chapters: 14, 15**

Objective: Students will gather an understanding of inventory control, types of employment, resources, resume writing, preparing for the interview and other career opportunities.

Week/Hours/Topics:

12 8 Finishing up from week 11, Final Exam given

Taken from the Dental Office Management textbook; Ellen Dietz, Delmar