

**J. Sargeant Reynolds Community College
Course Content Summary**

Course Prefix and Number: DNA 130

Credits: 3

Course Title: Dental Office Management

Course Description (including lecture hours, lab hours, total contacts)

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. Laboratory 3 hours. Total 5 hours per week.

General Course Purpose

DNA 130 provides students with hands on experience in office skills to qualify for a position working as an administrative assistant.

Course Prerequisites/Corequisites

Prerequisites: DNA 100 and DNA 190

Course Objectives

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

- a. Properly answer and manage telephone calls as well as greet patients and handle complaints
- b. Describe how to outline an appointment book and make entries
- c. Describe record protection, record retrieval, and record retention
- d. Describe the three types of recall systems and list four services in a recall visit
- e. Define accounts receivable, transactions, and posting
- f. Demonstrate entering charges, payments, adjustments, end-of-day posting on the pegboard system
- g. Complete insurance claims using CDT-3 procedure codes
- h. Demonstrate making collection calls and writing a collection letter
- i. Demonstrate applications using dental software on a computer

Major Topics to be Included

- a. Orientation to Business Administration
- b. Scheduling and Appointment Control
- c. Records Management
- d. Preventive Recall and Written Communications
- e. Accounts Receivable Bookkeeping
- f. Dental Insurance
- g. Collections and Payments Plans
- h. Inventory Control and Purchasing
- i. Accounts Payable Bookkeeping

Effective Date of Course Content Summary (Month, Date Year): February 12, 2009