HIBBING COMMUNITY COLLEGE
COURSE OUTLINE

COURSE TITLE & NUMBER:  Office Management: DAS1530
CREDITS:  1 (Lec 1/Lab 0)
PREREQUISITES:  None

CATALOG DESCRIPTION:
Office Management is designed to acquaint the student with clinical and business record keeping of a dental practice. This includes the patients’ data, appointment control, telephone and written communications, dental insurance, supplies, and dental forms.

OUTLINE OF MAJOR CONTENT AREAS
1.  Office Communication
   A.  Telecommunication systems
       1.  Telephone
       2.  Answering systems
       3.  Facsimile (FAX) systems
   B.  Written Communication
       1.  Business letters
       2.  Procedure manual
           a.  HIPAA compliance
           b.  Personnel manual

2.  Reception room techniques

3.  Appointment book management (manual & computerized)
   A.  Appointment book features
   B.  Appointment book entries
   C.  Appointment cards
   D.  Appointment schedule list
   E.  Daily schedule

4.  Recordkeeping
   A.  Clinical records
   B.  Financial records
   C.  Accounts receivable
   D.  Accounts payable

5.  Records transfer

6.  Treatment plans

7.  Preventing disease transmission in records management

8.  Recall systems
   A.  Types of recall
   B.  Maintaining a recall system

9.  Inventory control

10.  Dental insurance
    A.  Types of prepaid dental plans
    B.  Working with claim forms
C. Code on dental procedures and nomenclature
D. Coordination of benefits
E. Payment voucher and check
F. Preventing fraud in insurance payments
G. Filing systems
   1. Active
   2. Inactive
   3. Record protection and confidentiality
H. Computer applications

COURSE GOALS/OBJECTIVES/OUTCOMES:
1. Students will explain the function of the dental office and discuss effective reception room techniques.
2. Students will understand office communication procedures and systems including telecommunication and written communication.
3. Students will apply knowledge used in business operation systems to include appointment scheduling, record keeping, chart filing systems, and inventory management.
4. Students will develop dental software skills and identify computer applications.
5. Students will describe basic insurance terminology and explain the function of dental insurance and insurance filing following HIPAA guidelines.
6. Students will apply knowledge utilized in financial management to include accounts payable, accounts receivable following HIPAA guidelines.

MNTC GOALS AND COMPETENCIES MET:
N/A

HCC COMPETENCIES MET:
Working Productively and Cooperatively
Communicating Clearly and Effectively
Thinking Creatively and Critically
Social/Civic Responsibility

STUDENT ASSESSMENT SHALL TAKE PLACE USING INSTRUMENTS SELECTED/DEVELOPED BY THE COURSE INSTRUCTOR.

Curriculum Committee Approval Date: May 1, 2018

AASC APPROVAL DATE: May 9, 2018
REVIEW DATE: May 2023