
SECTION HEADING

DEN 1135: Dental Practice Management

Description

Dental Practice Management assists the student in identifying psychological variables that are significant in interacting and communicating with dental patients and coworkers. It will also include information relating to the function of the business office with emphasis on maintaining patient records, bookkeeping, appointment scheduling, filing, and written and oral communication. Both manual and computerized systems will be examined.

Credits

2

Prerequisite

ENGL 0090 or placement by multiple measures

Topics to be Covered

1. Patient Management and Communication
2. Dental Team Management and Communication
3. Dental Records Management
4. Written Business Communication
5. Electronic and Telecommunications
6. Appointment Management
7. Recall Management
8. Dental Insurance
9. Inventory control
10. Accounts receivable
11. Accounts payable

Learning Outcomes

1. Identify the differences between verbal and nonverbal communication.
2. Identify patient needs and describe methods of providing outstanding customer service.
3. Analyze the importance of staff communication, management of staff conflict and barriers to staff communication.
4. Describe good telephone etiquette.
5. Describe the components of practice records and files.
6. Identify the functions of computerized practice management systems.
7. Describe scheduling appointments for maximum efficiency.
8. Describe recall systems.
9. Explain the management of an inventory system.
10. Describe dental insurance processing.
11. Describe the importance of records management.
12. Identify the characteristics of effective correspondence.
13. Discuss accounts receivable and payable.

Credit Details

Lecture: 2

Lab: 0

OJT: 0