ORIGINAL COURSE IMPLEMENTATION DATE: January 1994
REVISED COURSE IMPLEMENTATION DATE: January 2022
COURSE TO BE REVIEWED (six years after UEC approval)**:**   April 2027
Course outline form version: 05/18/2018

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: DENT 142	Number of Credits: 1.5

Course Full Title: Dental Reception
Course Short Title: Dental Reception

Faculty: Faculty of Health Sciences	Department: Health Studies

Calendar Description:

The fundamental principles of dental office management and basic dental reception procedures are introduced with emphasis on professional communication and proper telephone etiquette. Students will learn how to organize and manage client records, appointment scheduling, recall systems, insurance claims, financial records, and inventory control systems, and use dental office practice management computer software.

Prerequisites (or NONE):	DENT 130, DENT 131, DENT 132, DENT 134, DENT 136, DENT 137, and DENT 150.
Corequisites (if applicable, or NONE):	
Pre/corequisites (if applicable, or NONE):	

Antirequisite Courses *(Cannot be taken for additional credit.)*
Former course code/number:
Cross-listed with:
Dual-listed with:
Equivalent course(s):
(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)

Special Topics *(Double-click on boxes to select.)*
This course is offered with different topics:
☒ No ☐ Yes *(If yes, topic will be recorded when offered.)*

Independent Study
If offered as an Independent Study course, this course may be repeated for further credit: *(If yes, topic will be recorded.)*
☒ No ☐ Yes,   repeat(s) ☐ Yes, no limit

Transfer Credit
Transfer credit already exists: *(See **bctransferguide.ca**.)*
☒ No ☐ Yes

Submit outline for (re)articulation:
☒ No ☐ Yes *(If yes, fill in transfer credit form.)*

Typical Structure of Instructional Hours

Lecture/seminar hours	21
Tutorials/workshops	
Supervised dental computer laboratory hours	6
Experiential (field experience, practicum, internship, etc.)	
Supervised online activities	
Other contact hours:	
Total hours	**27**

Labs to be scheduled independent of lecture hours: ☒ No ☐ Yes

Grading System
☒ Letter Grades   ☐ Credit/No Credit

Maximum enrolment (for information only): 24

Expected Frequency of Course Offerings:
Winter Only

Director: Cindy Schulz	**Date approved:**	February 2021
Faculty Council approval	**Date approved:**	March 1, 2021
Dean: Alastair Hodges	**Date approved:**	March 1, 2021
Campus-Wide Consultation (CWC)	**Date of posting:**	April 9, 2021
Undergraduate Education Committee (UEC) approval	**Date of meeting:**	April 23, 2021

Learning Outcomes

Upon successful completion of this course, students will be able to:
- Demonstrate effective inclusive professional communication skills and telephone etiquette.
- Utilize dental office practice management computer software for data entry.
- Complete dental insurance claim forms.
- Demonstrate how to manage appointment scheduling.
- Describe inventory control and recall systems.
- Explain how to properly manage client accounts and financial records.
- Utilize filing systems for organizing and storing patient files.

Prior Learning Assessment and Recognition (PLAR)

☐ Yes   ☒ No, PLAR cannot be awarded because course completion is specific to UFV CDA program graduation requirements.

Typical Instructional Methods

Lecture, group work, case study, hybrid course delivery, dental practice management software computer training.

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials *(If more space is required, download Supplemental Texts and Resource Materials form.)*

	Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1.	Bird, D.L. and Robinson, D.S.	Modern Dental Assisting	☒	Elsevier, Saunders	2021
2.	Bird, D.L. and Robinson, D.S.	Modern Dental Assisting Workbook	☒	Elsevier, Saunders	2021

Required Additional Supplies and Materials

DENT 142 course pack

Typical Evaluation Methods and Weighting

Final exam:	%	Assignments:	70%	Field experience:	%	Portfolio:	%
Midterm exam:	%	Project:	%	Practicum:	%		
Quizzes/tests:	%	Computer Lab workshops:	30%	Shop work:	%	Total:	100%

Typical Course Content and Topics

Patient communication
- Patient management (conflict resolution)
- Professional verbal and written communication
- Telephone techniques and etiquette

Patient records
- Legal and ethical implications
- Electronic chart entries

Appointment control and recall systems
- Treatment plans
- Guidelines for efficient appointment scheduling
- Appointment entries, manual and electronic
- Appointment confirmation
- Daily schedules
- Types of recall systems
- Managing recall systems

Dental insurance claims
- Dental insurance terminology
- Types of dental insurance coverage
- Dental procedure codes
- Fee guides
- Dental insurance claims, paper/electronic
- Legal and ethical implications

Patient accounts
- Fee collection
- Controlling patient accounts

Financial records
- Disbursements

- Petty cash, floats and bank transactions
- Payroll
- Accounts receivable systems
- Maintaining financial records
- Dental estimates
- Legal and ethical implications

Filing and supply systems
- Types of patient files
- Types of filing systems
- Maintenance systems for office supplies

Dental computer software
- Practice management computer data entry