



ORIGINAL COURSE IMPLEMENTATION DATE: September 2024
 REVISED COURSE IMPLEMENTATION DATE:
 COURSE TO BE REVIEWED (six years after UEC approval): September 2029
 Course outline form version: 28/10/2022

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

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

Course Code and Number: DOR 02	Number of Credits: 0 Course credit policy (105)										
Course Full Title: Office Communications Course Short Title: Office Communications											
Faculty: Faculty of Education, Community, & Human Dev.	Department (or program if no department): Continuing Education										
Calendar Description: Provides training in the various forms of communication utilized within the dental office. Students learn to decode verbal, non-verbal, and written communications in order to understand patient concerns and deliver clear and concise messages. Focus on digital messaging integration utilized in conjunction with Power Practice dental software systems.											
Prerequisites (or NONE):	A- or better in DOR 01.										
Corequisites (if applicable, or NONE):	NONE										
Pre/corequisites (if applicable, or NONE):	NONE										
Antirequisite Courses <i>(Cannot be taken for additional credit.)</i> Former course code/number: N/A Cross-listed with: N/A Equivalent course(s): N/A <i>(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.)</i>	Course Details Special Topics course: No <i>(If yes, the course will be offered under different letter designations representing different topics.)</i> Directed Study course: No <i>(See policy 207 for more information.)</i> Grading System: Letter grades Delivery Mode: May be offered in multiple delivery modes Expected frequency: Annually Maximum enrolment (for information only): 24										
Typical Structure of Instructional Hours <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 80%;">Lecture/seminar</td> <td style="width: 20%; text-align: center;">20</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td style="text-align: center;">10</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td style="text-align: right;">Total hours</td> <td style="text-align: center;">30</td> </tr> </table>	Lecture/seminar	20	Supervised laboratory hours (computer lab)	10					Total hours	30	Prior Learning Assessment and Recognition (PLAR) PLAR cannot be awarded for this course because: this is a course in a non-credit certificate program that relies on in class experience and training.
Lecture/seminar	20										
Supervised laboratory hours (computer lab)	10										
Total hours	30										
Scheduled Laboratory Hours Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	Transfer Credit <i>(See bctransferguide.ca.)</i> Transfer credit already exists: No Submit outline for (re)articulation: No <i>(If yes, fill in transfer credit form.)</i>										
Department approval	Date of meeting: April 17, 2023										
Faculty Council approval	Date of meeting: May 26, 2023										
Undergraduate Education Committee (UEC) approval	Date of meeting: September 29, 2023										

Learning Outcomes *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Compare objective and subjective communications.
2. Demonstrate effective verbal and non-verbal communication skills for optimal patient care.
3. Apply effective telephone skills for use in the dental office.
4. Document patient communications within their digital records accurately utilizing Power Practice dental software.
5. Apply clearly written communication examples in both traditional printed letters as well as E-mail formatting.
6. Identify the types of specialists and their roles within the dental community.
7. Explain the proper procedures on receiving, recording, and forwarding patient referrals in both analog and digital records.

Recommended Evaluation Methods and Weighting *(Evaluation should align to learning outcomes.)*

Assignments:	30%	Lab work:	20%	%
Quizzes/tests:	20%	Final exam:	30%	%

Details:

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

Typical Instructional Methods *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Combination of lectures, group activities, and self-directed learning.

Texts and Resource Materials *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

Type	Author or description	Title and publication/access details	Year
1. Textbook	Sandie Baillargeon	Dental Office Administration, 2e	Current
2.			
3.			
4.			
5.			

Required Additional Supplies and Materials *(Software, hardware, tools, specialized clothing, etc.)*

Power Practice dental software, access provided to the student to utilize for the duration of the program.

Course Content and Topics

1. Communication in the dental office
2. Telephone communication
3. Written communication
4. Dental referrals
5. Power Practice dental software integration