J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: DNA 130   **Credits:** 3

Course Title: Dental Office Management

Course Description: 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. Prerequisites: DNA 100, DNA 103, DNA 108, DNA 109, DNA 113, DNA 120, and DNA 190. 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 and Co-requisites:
Prerequisites: DNA 100, DNA 103, DNA 108, DNA 109, DNA 113, DNA 120, and DNA 190

Student Learning Outcomes:
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; and
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

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