Instructor Information

Instructor: DeAnna Davis CDA, RDA, MEd
Office: AHEC 214
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Hours: By appointment
Phone: 501-812-2239
Email: ddavis@uaptc.edu

*All emails and telephone calls will receive a response within two business days.

Director: DeAnna Davis 501-812-2236 ddavis@uaptc.edu
Dean: Dr. Marico Howe 501-812-2342 mbryanthowe@uaptc.edu

*If your emails and telephone calls do not receive a response within two business days, the appropriate chain of command is above.

Course Information

Class will meet on Tuesday and Thursday 1-10-19 through 2-7-19 from 8:00 – 11:15.
Class will meet on Friday 2-22-19 through 5-10-19 from 8:00 -10:00.
Dates and times may vary based on teacher’s discretion.

Catalog Description

DEN 2405. Clinical Science II

This course introduces students to practical management, which provides information and practice in performing general duties in the typical dental business office, including maintaining financial records, and applying for and gaining and maintaining employment. The applied psychology unit introduces the principles of the psychological aspects of behavior of the dental patient during treatment communication between the dentist, patient and members of the dental health team. Stress-coping mechanisms and verbal and nonverbal communication are emphasized. (5 credit hours/special course fee)

Course Materials

Required textbooks:


Mission Statement

University of Arkansas – Pulaski Technical College provides access to high-quality education that promotes student learning and enables individuals to develop to their fullest potential.

Institutional Learning Outcomes and General Education

UA-PTC supports a college-wide institutional learning assessment program which concerns effective instructional methods and promotes student learning achievement by assessing:

1. Communication
2. Critical Thinking
3. Cultural Awareness
4. Information Literacy
5. Professionalism
6. Quantitative Literacy
7. Technology Literacy

For more information, please consult the following website: https://uaptc.edusla

Department / Program Learning Outcomes

1. Graduates will perform dental assisting responsibilities and related office and laboratory procedures under the direct supervision of the dentist.
2. Graduates will function as a valued team member, exhibiting professionalism and ethics.
3. Graduates will demonstrate proficiency in dental assisting skills and competencies to meet registration requirement with the Arkansas State Board of Dental Examiners and qualify for the Dental Assisting National Board Exam.
4. At least 80% of students will be retained in the program for the second semester.
5. At least 85% of graduates will be employed in the dental field or continuing their education within six months of graduation.
6. At least 80% of graduates will report satisfaction with the instruction and overall program experiences.
7. Greater than 75% of employers of the program graduates will report satisfaction with clinical and academic skills.

Student Learning / Course Outcomes

Requirement to meet the objectives are found in the basic text, pre-assigned resource material and instructor prepared handouts. Upon completion of this unit the student will be able to:

1. Identify general duties and responsibilities of the administrative assistant and the term marketing as it applies to dentistry.
2. Demonstrate answering the telephone by identifying self and the dental office, placing outgoing calls, and taking messages to be relayed to the proper auxiliary or dentist.
3. Identify common callers the dentist will speak with as the message comes in, also, information concerning the answering machine and answering services.
4. List the key words that apply to patient reception.
6. Outline the appointment book and schedule appointments for patients. Included will be children, new patients, recall appointments, emergencies and those requiring a series of appointments.
7. Identify and demonstrate appointment confirmation, advance appointment preparation, completing appointment card entries, and preparing a daily schedule to be posted.
8. Identify information concerning numerical, alphabetical, cross-reference, chronological, and subject filing systems.
9. Demonstrate arranging names into indexing units and sorting the names into alphabetical order for filing.
10. Identify the following types of filing equipment and aids: lateral file, drawer files, file guides, out guides, file envelopes and identification labels.
11. Differentiate between items contained in the patient’s treatment record, financial records, and business practice records.
12. Identify the five basic rules of records protection and records retrieval.
13. Discriminate between active and inactive patient files.
14. Discuss means of protecting dental records, length of time records should be kept, and steps to be taken when records leave the dental office.
15. Identify the most popular style of business letter forms, parts of the letter, and write a business letter in block formation.
16. Demonstrate addressing correspondence correctly.
17. Determine career goals and develop a personal philosophy.
18. Identify potential career opportunities.
20. Describe the procedures needed for a job interview.
21. Discuss a follow-up letter.
22. Discuss factors to consider in salary negotiations.
23. Describe the steps for achieving career objectives.
24. Describe the steps for job termination.
25. Identify the following recall systems: continuing appointment/advanced appointment, list-by-month, combination/complete, telephone, and computerized.
27. Define accounts receivable bookkeeping, transactions and posting.
28. List the five parts of an accounts receivable bookkeeping system and state the purpose of each.
29. Demonstrate entering charges, payments and adjustments on computer software.
30. Demonstrate making specialized account entries and adjustments.
31. Prepare a bank deposit slip.
32. Describe the use of charge slips as part of the audit trail.
33. Describe the use of a computer and electronic claims transmission, in the management of dental insurance claims.
34. Identify major types of dental health care programs, methods of payment, factors that affect difference in coverage, subscriber, eligible individual, beneficiary and proof of eligibility.
35. List and describe limitations which influence how much the carrier will pay and how much the patient will pay.
36. Correctly use the CDT-1 Codes / ADA Procedure Codes when completing a claim.
37. Complete claim forms based on information provided.
38. Identify the role of the administrative assistant in making financial arrangements.
39. Describe the following payment plans: Payment at time of service, statements, divided payments and office budget plan.
40. State the conditions under which a Truth in Lending form is required.
41. Demonstrate the use of an estimate sheet in making financial arrangement.
42. Describe the use of an accounts receivable report and state how to calculate the age of an account.
43. Describe the use of collection agencies and small claims court to collect overdue accounts.
44. Define the following terms as used in inventory control: rate of use, order point, shelf life, purchase order, packing slip, invoice and backorder.
45. Identify the supplies necessary for a card file inventory system and describe the use of each.
46. Demonstrate the reorder point and the reorder quantity for a supply item.
47. List guidelines for ordering and stacking new supplies.
48. Describe account payable bookkeeping.
49. List guidelines for ordering and stacking new supplies.
50. Define: consumables, predating, postdating, payee, bank statement, reconcile, deposits in transit, raised check, restrictive endorsement, stop payment order, debit memo, and outstanding checks.
51. Differentiate between gross pay and net pay.
52. Identify the payroll taxes, which are deducted from an employee’s check, and the taxes, which the employer must pay.
53. Demonstrate writing checks and reconciling a simulated bank statement.

Policies

Report a Complaint or Concern

UA-PTC takes very seriously complaints and concerns regarding the institution. Most complaints or concerns of a specific nature should be initiated and resolved at the campus level through normal college processes whenever possible. UA - Pulaski Technical College receives and resolves complaints using a variety of methods. To report a complaint or concern, please follow the link below.

https://www.uaptc.edu/report-a-concern-complaint

UA-PTC Attendance Policy

Education at UA-PTC requires students’ active involvement in the learning process. Thus, students are expected to attend all classes and actively engage in all learning assignments and/or opportunities provided in their classes. Class attendance should be treated as mandatory by all students as attendance will be taken by all instructors during the first two
weeks of class. Additionally, a written policy on student attendance that is tied to course objectives and included in a course syllabus will be provided for each course by instructors.

**Departmental Attendance Policy**

Regular attendance is necessary for satisfactory progress. In the event of an emergency, students should remember to check the absentee box for handouts/information and assure they obtain all missed information.

*Refer to the current Dental Assisting Program Handbook for more specific program expectations and policies. A signed handbook contract between the student and program is located in the students DA program file.*

**Course Policies**

The UA-PTC Catalog rules and regulations will be enforced in this course at all times.

Please consult the following website for more information: [https://www.uaptc.edu/catalog](https://www.uaptc.edu/catalog)

Professional behavior is required. Punctual attendance and intelligent participation are expected. Particulars as determined by the instructor are detailed in the paragraph below.

Appropriate behavior is expected for all communications, including any notes, email messages, or telephone conversations. Some guidelines for communication are included in this syllabus to help you.

If a student becomes pregnant during the school year, she must notify the instructors as early as possible.

Electronic devices are not allowed in the classroom, laboratory or clinical area during class time. If a cell phone is seen or heard, or disrupts class time the student will lose participation points. Phones should be turned to vibrate or silenced and locked in the student’s lab drawer and should remain locked while in class or lab.

*Refer to the current Dental Assisting Program Handbook for more specific program expectations and policies. A signed handbook contract between the student and program is located in the students DA program file.*
Grading Policy

Letter grades will be based on the following scale:

- 90 to 100%  A
- 80 to 89%   B
- 70 to 79%   C
- 60 to 69%   D
- 0 to 59%    F

The final grade will come from classroom theory, to include periodic exams, homework assignments, class assignments, and participation grades. Periodic tests will be 50% of the grade, 25% homework, workbook assignments, daily work and participation, and 25% a comprehensive exam.

This unit applies in part to the overall grade of 2.0 necessary to successfully complete DEN 2405.

* Instructors have one week to provide feedback and post grades for all assignments unless otherwise noted by a departmental policy that has been approved by the Dean of the School.

Homework will be done in pencil and turned in in the correct order, unless teacher states differently. If directions are not followed the student will lose 5% of the overall grade.

If a student is absent the day that a homework, laboratory, or clinical assignment is due, 5% of the grade will be deducted from the final grade for each day the assignment is not turned in up to two days, after the second day the student will receive a 0 for that assignment. Late work is due by 8 am. This rule applies unless a course syllabus says something different. You are responsible for obtaining any materials or information covered during your absence, on your own.

There will be NO make-up tests given. Students may drop one test grade from each course. If you miss more than one test in a course, you will take a zero for that test. If you take each test, you will have an opportunity to improve your grade by dropping your lowest test score. The end of course finals that are worth a certain percentage of the grade can be made up. The make-up test will be similar to the one given in class, but different. The final must be taken the first day after the student returns. There are no make-ups for pop quizzes and daily grades.

The testing process will not be disrupted. On testing day when the class room door is closed, the student must enter quietly and the student will have the remaining time to complete the test.
Refer to the current Dental Assisting Program Handbook for more specific program expectations and policies. A signed handbook contract between the student and program is located in the students DA program file.

Academic Integrity

It is expected that all students who attend UA-PTC conduct themselves in a manner appropriate for the college experience. Academic integrity is a vital component of collegiate behavior. The UA-PTC catalogue states, “The gaining of knowledge and the practice of honesty go hand-in-hand.”

The catalogue also states, “The responsibility and authority of initiating discipline arising from violations of the rules against dishonesty during the process of the course are vested in the instructor of that course.”

The complete Academic Integrity Policy is in the UA-PTC code of conduct.

Refer to the current Dental Assisting Program Handbook for more specific program expectations and policies. A signed handbook contract between the student and program is located in the students DA program file.

Accommodation Policy

Services for Students with Disabilities: UA-PTC is committed to fulfilling all federal requirements as stated in the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the American with Disabilities Amendments Act (ADAAA) of 2008. Accommodations are available to students who have documented disabilities. Students who request accommodations must register with the Disability Services Office (Main Campus: 501-812-2738 or South Campus: 501-812-2862) and must provide current and relevant documentation.

Students requesting accommodations should inform the instructor at the beginning of the course or as soon as accommodations are approved. It is the student's responsibility to provide their Accommodation Letter to the instructor. Accommodations are not retroactive and will only be provided once your instructor receives the Accommodation Letter.

Student Code of Conduct

All students are expected to abide by the UA-PTC Student Code of Conduct. For the full Student Code of Conduct, access the most current version of the UA-PTC Academic Catalog. http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2

Sexual Misconduct

No person at Pulaski Technical College will, on the basis of gender, be excluded from participation in, be denied benefits of, or be subjected to sex discrimination, sexual harassment or sexual misconduct under any education program or activity. All college administrative policies and procedures regarding sex discrimination, sexual harassment, and sexual misconduct are in
compliance with Title IX. Students who feel they are victims of sexual misconduct should contact the UA-PTC Title IX Deputy Coordinator for Students:

Michelle Anderson, Director of Student Life and Leadership
Campus Center Building Room 216
501-812-2756
manderson@uaptc.edu

Course Evaluations

Students may be asked to evaluate their instructor and course near the end of the semester. These student evaluations are very important to the improvement in the quality of instruction and course materials. All results are anonymous and shared with the faculty only after the semester is over and grades have been posted.

UA-PTC Allied Health Drug Testing Policy

UA-Pulaski Technical College (UA-PTC) has an obligation to provide a safe learning environment for students. UA-PTC offers various programs that require students to work in shop areas with hazardous equipment with the potential to cause severe injury or death. UA-PTC also offers allied health programs that require direct patient care. Students in these shop areas and patient care areas must be attentive and focused on their actions, as well as other students around them. Students with impaired or delayed reaction time, loss of concentration, or impaired decision-making are a hazard to the safety of others.

UA-Pulaski Technical College realizes that students who are impaired due to illicit drug use are a danger to others. Therefore, students enrolled in this course will participate in random drug screening. Students who have a positive drug screen will be dropped from this course and may re-test and apply to the program as early as next semester. The college refund policy will apply and financial aid may be affected.

Information Literacy

UA-PTC is committed to the Information Literacy Competency Standards for Higher Education as established by the Association of College and Research Libraries and endorsed by the National Forum on Information Literacy. Therefore, all courses will incorporate an information literacy component so that, by graduation, all students will be able to recognize the need for information, then locate, evaluate, synthesize, and communicate information in an ethical manner. Information literacy encompasses critical thinking, research, media, technology, health, business, and visual literacy skills to produce lifelong learners who can make informed decisions in the workplace and in their personal lives.
Tentative Course Schedule

Class will meet on Tuesday and Thursday 1-10-19 through 2-7-19 from 8:00 – 11:15.
Class will meet on Friday 2-22-19 through 5-10-19 from 8:00 -10:00.

All reading assignments come from Business Administration for the Dental Assistant, and Ehrlich and Modern Dental Assisting, Torres & Ehrlich. Chapters 61 - 64 will be included in the Practice Management class.

Workbook material is to be completed and turned in at the end of each chapter lesson assignment. Five points will be deducted from the grade for each day late, up to two days. After the second day work will not be accepted and a grade of 0 will be recorded. During Clinicals, the homework will be due on Friday morning. If you turn it in late it will have to be turned in no later than Tuesday morning at 8:00. This is so that students that have turned their work in on time will receive it back to study for exams. All homework is to be done in pencil and submitted in the correct order. If homework is not in pencil, turned in in order, and/or directions not followed, then 5% will be deducted from the final grade.

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<td>1-22</td>
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* Because of guest speakers and field trips this schedule is subject to change. You will be kept informed as to the changes.

**Final Exam Schedule:** May 10, 2019

Disclaimer: This schedule is a guide for the semester. The instructor reserves the right to amend the schedule as necessary.
Course Agreement Form

Read, complete, and return to instructor:

I have read the course syllabus for DeAnna Davis' DEN 2405 Practice Management class at UA-Pulaski Technical College, and I understand its content. I also understand the rules for the class, and I will follow and abide by these rules, including those relating to attendance, assignments, grading criteria, plagiarism, and behavior.

Semester

Date

Print name

Signature

UA-PTC Email address

Telephone