



**CAMOSUN COLLEGE**  
**School of Health and Human Services (HHS)**  
**Department: Dental Programs**

**DENA 161 Dental Office Management**  
**Winter 2019**

**COURSE OUTLINE**

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The course description is available on the web:  
<http://camosun.ca/learn/calendar/current/web/dena.html#dena161>

Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

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**1. Instructor Information**

- (a) **Instructor** Shelley Melissa  
(b) **Office hours** By appointment  
(c) **Location** D002- dental building  
(d) **Phone** 250-370-3228 **Alternative:** N/A  
(e) **E-mail** melissas@camosun.bc.ca  
(f) **Website** On D2L site

**2. Course Description & Intended Learning Outcomes**

In this course, students are introduced to the fundamental principles of dental office management. Students will focus on the retention of dental records, client management, dental insurance, financial systems, and computer software used in the dental clinic.

Upon successful completion of this course a student will be able to:

- a) describe the basic preparation of dental records, treatment plans and estimates, and the processing of dental insurance claims within the dental practice.
- b) comply with confidentiality and legal standards in the management and maintenance of dental records, insurance, and financial information.
- c) demonstrate an understanding of appointment scheduling and recall systems in the dental office.
- d) demonstrate the use of dental office management software at an introductory level.
- e) use effective verbal, written, and electronic communication skills appropriate to the intended audience.
- f) apply critical thinking to problems and decision making in office management situations.

### 3. Required Materials

Bird, D. L., & Robinson D. S. (2018). Modern dental assisting (12th ed.). St. Louis, Missouri: Elsevier.

Bird, D. L., & Robinson D. S. (2018). Modern dental assisting student workbook (12th ed.). St. Louis, Missouri: Elsevier.

Other:

Course Pack

### 4. Course Content and Schedule

1.0- credit

Wednesday 3:00-4:50pm 2.0 hours a week for 8weeks and 1.0 hour for 1 week.

Total contact of 17hrs.

### 5. Basis of Student Assessment (Weighting)

Unit activities	30%
Portfolio – group assignment	40%
Participation / Attendance	10%
Final examination	20%

### 6. Grading System

Standard Grading System (GPA)

Competency Based Grading System

### 7. Recommended Materials to Assist Students to Succeed Throughout the Course

### 8. College Supports, Services and Policies

#### Immediate, Urgent, or Emergency Support



If you or someone you know requires immediate, urgent, or emergency support (e.g., illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts:

<http://camosun.ca/about/mental-health/emergency.html> or

<http://camosun.ca/services/sexual-violence/get-support.html#urgent>

#### College Services

Camosun offers a variety of health and academic support services, including counselling, dental, centre for accessibility, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit Student Services at

<http://camosun.ca/services/>

#### College Policies

Policies are available on the College website at <http://camosun.ca/about/policies/>

Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with the content of College policies.

Education and academic policies include, but are not limited to, [Academic Progress](#), [Admission](#), [Course Withdrawals](#), [Student Appeals](#), Medical/Compassionate Withdrawal, Sexual Violence and Misconduct, Student Ancillary Fees, and Student Penalties and Fines.

### Student Conduct Policy

There is a [Student Conduct Policy](#). It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, Registration, and on the College website.

## A. GRADING SYSTEMS

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf#page=2>

The following two grading systems are used at Camosun College:

### 1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-	a minimum grade of B- (70%) is required to continue in the CDA program	4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

### 2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes.

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

## B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf#page=4> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete</i> : A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.

IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.