COURSE NO. AND TITLE: DH 442-1 Dental Office Procedures

COURSE INSTRUCTOR: Jennifer Meyer, RDH, BS
Office: ASA 119
Office Hours: Mon 8-10am, Tuesday 12-1pm & 3-4pm, Wed 9-noon
Office Phone: (618) 453-7206 Cell Phone: (618) 559-9530 E-mail: jenn10@siu.edu

MEETING TIME/LOCATION: Tuesday 3-3:50pm; ASA 015

FINAL EXAM: The final exam will be the last day of class (1hr course).

ACADEMIC HONESTY: Students are expected to adhere to the policies regarding academic dishonesty and plagiarism, found in the latest edition of the SIUC Student Conduct Code [http://policies.siu.edu/documents/StudentConductCodeFINALMay32011.pdf](http://policies.siu.edu/documents/StudentConductCodeFINALMay32011.pdf) and [http://studentlife.siu.edu/policies_resources/resources.html](http://studentlife.siu.edu/policies_resources/resources.html).

All students are expected to adhere to a strict code of academic honesty. Academic dishonesty will be addressed according to the “Policies and Procedures Applicable to Academic Dishonesty” as stated in the Important Information for Students, Faculty, & Staff booklet. From the Student Conduct Code, section II, article A:

**Acts of Academic Dishonesty:**
1. Plagiarism, representing the work of another as one’s own work;
2. Preparing work for another that is to be used as that person’s own work;
3. Cheating by any method or means;
4. Knowingly and willfully falsifying or manufacturing scientific or educational data and representing the same to be the result of scientific or scholarly experiment or research;
5. Knowingly furnishing false information to a university official relative to academic matters;
6. Soliciting, aiding, abetting, concealing, or attempting conduct in violation of this code.

Sanctions will be imposed for violations of this policy in accordance with the Student Conduct Code. A copy of the Important Information for Students, Faculty & Staff booklet can be obtained from the Office of the Vice Chancellor for Student Affairs, Mail Code 4308, Southern Illinois University, Carbondale, IL 62901-4308.

ADA ACCOMMODATIONS: In keeping with the goal of the implementation of the Americans with Disabilities Act (ADA), all students for whom this act applies should notify the instructor immediately. If any student needs special services, please contact a faculty member or Disability Support Services at 453-5738. Peer tutors are also available; see Robert Broomfield, Academic Advisor for the School of Allied Health for details.

EMERGENCY PROCEDURES: Southern Illinois University Carbondale is committed to providing a safe and healthy environment for study and work. Because some health and safety circumstances are beyond our control, we ask that you become familiar with the SIUC Emergency Response Plan and Building Emergency Response Team (BERT) program. Emergency response information is available on posters in buildings on campus, available on the BERT’s website at [www.bert.siu.edu](http://www.bert.siu.edu), Department of Public Safety’s website [www.dps.siu.edu](http://www.dps.siu.edu) (disaster drop down) and in the Emergency Response Guidelines pamphlet. Know how to respond to each type of emergency.

Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. **It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency.** The Building Emergency Response Team will provide assistance to your instructor in evacuating the building or sheltering within the facility.

COURSE DESCRIPTION:
DH 442-1 The student will integrate current knowledge of the dental hygiene field with additional information on communication, staff relationships, conflict resolution, dental insurance and financial planning. Résumés, interviewing and employment issues will be discussed. Emphasis will be placed on facilitating the transition from practice in the University clinical setting to the private practice setting. Not for graduate credit. Lecture one hour. Prerequisite: 355 or consent of the department. **PREREQUISITE TO:** None
PROGRAM COMPETENCIES
C.2 Adhere to state and federal laws, recommendations, and regulations in the provision of dental hygiene care.
C.6 Continuously perform self-assessment for life-long learning and professional growth.
PGD.1 Identify career options within health care, industry, education, and research and evaluate the feasibility of pursuing dental hygiene opportunities.
PGD.2 Develop practice management and marketing strategies to be used in the delivery of oral health care.

COURSE OBJECTIVES:
Students will have the opportunity to become intimately involved in the day-to-day dynamics of the management of the private practice dental office. Students will gain exposure to the intricacies of relationships encountered in the dental team approach to providing patient care.

Upon completion of this course, the student will be able to:
1. Team approach to patient care:
   a. analyze and discuss the integral roles of each dental professional in the provision of quality patient care
   b. describe the characteristics of an effective and ethical dental team

2. Dental hygiene care on an office schedule:
   a. given case scenarios, apply problem solving strategies necessary to comply with the demands of a rigorous dental hygiene schedule
   b. describe scheduling procedures, including confirming appointments, filling cancellations, addressing patients who consistently fail appointments.
   c. discuss approaches and strategies to developing effective recall systems.
   d. describe various strategies for time management during dental hygiene care

3. General business procedures of a dental office:
   a. discuss advantages/disadvantages of various types of office settings (e.g. private practice, corporate settings, community health centers, institutions, and others)
   b. describe marketing strategies and increasing revenue in the dental hygiene department
   c. identify ways to lower overhead expenses in dental practices
   d. discuss regulations and the value of a procedure manual: OSHA, HIPAA in regard to the dental profession
   e. describe financial compensation arrangements of the dental hygienist (i.e. commission, salary, or hourly, benefits)

4. Dentrix software system:
   a. enter patient data into Dentrix, discuss various report capabilities using Dentrix, schedule appointments using Dentrix

5. Prepare to enter the job market:
   a. prepare a resume and cover letter
   b. discuss various employment options for dental hygienists
   c. discuss tips on interviewing
   d. participate in a mock interview
   e. interact with practicing dental hygienists to discuss practice issues they have faced
   f. discuss the importance of life-long-learning
   g. discuss job opportunities in alternative settings

TOPICAL OUTLINE: Topics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>I.</td>
<td>Resume, cover letters, interviews</td>
<td>20%</td>
</tr>
<tr>
<td>II.</td>
<td>Practice Management</td>
<td>55%</td>
</tr>
<tr>
<td></td>
<td>Team approach to patient care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Effective communication</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dental Insurance</td>
<td></td>
</tr>
</tbody>
</table>
III. Alternative Practice Models 10%
IV. Dentrix 10%
V. Personal Financial Planning 5%

Total Time: 100%

TEXTBOOK:

Required:
Additional items or sources for assignments will be provided on D2L site.

COURSE REQUIREMENTS:

CLASS PARTICIPATION is expected from ALL students. At a minimum, you should expect to attend all classes, ask at least one question, or provide a substantive comment each class. It is expected that all readings will be completed prior to class discussion. I reserve the right to dismiss any student from class who is obviously not prepared and/or disruptive.
Please turn off cell phones and refrain from using them during class.

ATTENDANCE: Attendance is expected at all classes. If you are ill or cannot attend class, you must notify the course professors by phone or e-mail prior to the class meeting time.

QUIZZES/ASSIGNMENTS: Six quizzes and possible writing assignments will be given at the beginning of class throughout the semester.

OFFICE CASE STUDY: Working in groups of three or four, you will develop a mock office case study that includes all aspects of a dental practice stated in the Course Objectives number 1 – 4.

RÉSUMÉ/COVER LETTER: You will be required to develop a résumé and cover letter of sufficient quality to utilize in obtaining future employment. A MOCK INTERVIEW and reflection paper on what you learned from the mock interview will be required to provide the opportunity to prepare for upcoming job interviews. Information about arranging the interview with Career Services will be provided in class.

COURSE GRADE:
Quizzes / Assignments 60 pts.
Office Case Study 35 pts.
Résumé and 25 pts.
Cover letter 25 pts.
Mock interview & 20 pts.
Reflection Paper 20 pts.
Final exam 30 pts.

Total points possible: 215 pts.

No incomplete grades (“INC”) will be given. The student’s grade will be computed based upon the cumulative total. The student MUST attain a grade of “C” or better to advance otherwise the course MUST be repeated when offered in the fall.

Grading scale

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100</td>
<td>A</td>
</tr>
<tr>
<td>80-89</td>
<td>B</td>
</tr>
<tr>
<td>70-79</td>
<td>C</td>
</tr>
<tr>
<td>60-69</td>
<td>D</td>
</tr>
<tr>
<td>50-59</td>
<td>F</td>
</tr>
</tbody>
</table>

REPEAT THE COURSE

Minimum passing grade for this course is a “C.” If a grade of “D” or “F” is earned, then the student must retake the course until a passing grade is achieved. Note: The course is offered during spring semester only, therefore, if a student
fails the course, he/she will be unable to repeat the course until the following fall.

NOTE: The professor reserves the right to amend the syllabus, schedule, or course requirements. Students will receive written notification in sufficient time to comply with the changes and complete required coursework. If any student needs special services, please contact Dr. Davis or disability support services (453-8874).

INSTRUCTIONAL OBJECTIVES: Mastery of the following instructional objectives will lead toward mastery of SIU Dental Hygiene Program Core Competencies. Upon completion of each module, mastery of instructional objectives will be determined by means of written exam (WE), written project (WP) and or in class discussion (D). The following Instructional Objectives listed as Chapters are adapted from the required text for the course (Kimbrough-Walls & Lautar, 2012)

Course Introduction
1-1 Describe the components of a resume and cover letter (information in Ch 10, p. 168-178) (D)
1-2 Write a resume and cover letter (WP)
1-3 Participate in a mock interview at SIU’s Career Services (D)
1-4 Reflect on lessons learned in the Mock Interview (WP)
1-5 Describe, and demonstrate in clinic, defined Dentrix electronic records activities (WE, clinic)

Chapter 7: Aspects of Practice Management
7-1 Discuss the need for practice management in the dental office (D, WE)
7-2 Identify management styles (D, WE)
7-3 Discuss team concept, benefits of cross-training, staff meetings (D)
7-4 Identify ways to use public relations to the dental/dental hygiene practice (D)
7-5 Identify patient needs as they related to dental hygiene (D)
7-6 Discuss ways to increase profit in the dental hygiene department (D, WP)

Chapter 8: The Business of Dental Hygiene
8-1 Describe the scope of the dental hygiene diagnosis as it relates to building a practice (D)
8-2 Discuss business aspects for dental hygiene (D, WP, WE)
8-3 Discuss time management issues and plan a treatment hour (D, WP)
8-4 Identify Leadership traits (D, WP, WE)

Chapter 9: Alternate Practice Models
9-1 Review and expand the discussion from the Ethics Course (D, WE)

Chapter 10: Seeking the Dental Hygiene Position
10-1 Discuss aspects of job searching (D)
10-2 Identify different employment opportunities for dental hygienists (D)
10-3 Identify contents and needs for office policy manuals (WE)
10-4 Discuss benefits as they relate to the dental hygienist (D)

Chapter 11: Planning for the Future and Career Longevity
11-1 Describe the differences between stock, mutual funds and IRA’s (WE)
11-2 Explain the meaning of portfolio and CD investments (WE)
11-3 Describe liability and disability insurance (WE)
11-4 Identify the need for self-care and physical health (D)
11-5 Describe the benefits of professional membership (D)
<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 20</td>
<td>Course Overview Syllabus</td>
<td></td>
</tr>
<tr>
<td>Jan 27</td>
<td>Resume, Cover letters, Career Services &amp; Interview</td>
<td>Go to <a href="http://www.careerservices.siu.edu/">http://www.careerservices.siu.edu/</a></td>
</tr>
<tr>
<td>Feb 3</td>
<td>Discuss Aspects of Practice Management</td>
<td>Read ahead of time: Ch 7 Ethics text</td>
</tr>
<tr>
<td>Feb 10</td>
<td>Dentrix Continued</td>
<td></td>
</tr>
<tr>
<td>Feb 17</td>
<td>Discuss Aspects of Practice Management</td>
<td>Read ahead of time: Ch 7 Ethics text</td>
</tr>
<tr>
<td>Feb 24</td>
<td>Practice Management continued</td>
<td>Draft Resume and cover letter due; Apt w/ Career Services scheduled</td>
</tr>
<tr>
<td>March 3</td>
<td>Business of Dental Hygiene</td>
<td>Read ahead of time: Ch 8 Ethics text</td>
</tr>
<tr>
<td>March 10</td>
<td>SPRING BREAK</td>
<td></td>
</tr>
<tr>
<td>March 17</td>
<td>Dental Insurance</td>
<td></td>
</tr>
<tr>
<td>March 24</td>
<td>No face-to-face class: D2L Appointment Management Recall Management Quiz 3: Case Study</td>
<td>Office Management Case Study Quiz on D2L</td>
</tr>
<tr>
<td>March 31</td>
<td>Alternative Practice Models</td>
<td>Read ahead of time: Ch 9 Ethics text</td>
</tr>
<tr>
<td>April 7</td>
<td>Seeking the DH Position</td>
<td>Read ahead of time: Ch 10 Ethics text</td>
</tr>
<tr>
<td>April 14</td>
<td>Planning for the Future</td>
<td>Read ahead of time: Ch 11 Ethics text</td>
</tr>
<tr>
<td>April 21</td>
<td>Planning for the Future</td>
<td>Final Résumés &amp; cover letters due</td>
</tr>
<tr>
<td>April 28</td>
<td>Office Manual</td>
<td>Why your practice needs an office manual</td>
</tr>
<tr>
<td>May 5</td>
<td>Final - Comprehensive</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FINAL EXAM WEEK</td>
<td>Note: Final exam during last regular class period</td>
</tr>
</tbody>
</table>