

Header

Practice Management

DH2800 301

Instructor Information

Faculty

Phone:

Email:

Office Location:

Office Hours

Best Time to Contact:

Course Description

COURSE DESCRIPTION: This course provides a study of principles and procedures related to management of the dental practice; the philosophy of dental practice and the business of dentistry. Students will be introduced to insurance coding and billing. Emphasis is placed on dental jurisprudence and ethical issues and applied interpersonal communication both written and oral. Students will complete this course with a ready-to-go resume' and participate in mock-interviews. Multiple guest speakers in the dental industry will share their specific knowledge including supply representatives, front office

managers, career advisors, dental software specialists and temp agency owners. In this course, effort is placed on bridging the gap between Dental Hygiene Education and success in Private Practice.

Course Student Learning Outcomes

- Distinguish the differences between right, duty and privilege in regard to moral philosophy and moral reasoning. Evaluate the role of the dental hygienist in regard to social justice.
- Examine the Code of Ethics of the American Dental Hygiene Associate as it relates to the practice of dental hygiene. Interpret ethical dilemmas and the ability to solve dental ethical dilemmas.
- Determine the usefulness of informed consent and informed refusal as it relates to the practice of dental hygiene.
- Discuss the Dental Practice Act and the areas that relate to dental hygiene. Define conclusions that can be drawn from the different types of supervision.
- Distinguish the different types of abuse and the people affected by the abuse. Evaluate the barriers to access to care as it relates to dental hygiene.
- Compare different types of practice management concepts as they relate to dental hygiene. Utilize knowledge of the recall systems to determine appropriate care for a patient. Acquire knowledge of dental software used in the dental office setting.
- Evaluate proper written correspondence styles as it relates to the dental hygienist.
- Differentiate between different types of dental insurance and benefits and limitations to the patients. Evaluate the uses of dental software as it relates to dental insurance.
- Evaluate different types of inventory systems used in a dental office and the benefits of dental software as it relates to inventory.
- Evaluate different types of alternate practice models and how they relate to the dental hygienist.
- Adapt resume-writing skills, and build a working knowledge of interview questions and answers to provide a positive interview process for a dental hygiene position.

Class Schedule

Due Date	Assignment Name	Assignment Type	Points
	Extra Credit	Assignment	0
	Introduce Yourself	Discussion	0
	Lobby Day 2022	Assignment	50
1/8	Canvas Quiz: Ch 1	Quiz	20
1/15	Canvas Quiz: Ch 2	Quiz	20
1/22	Canvas Quiz Ch 3 & 4	Quiz	22
1/23	Dentalcare.com Ethics Part 1	Assignment	25
1/29	Canvas Quiz: Ch 5	Quiz	20
1/30	Dentalcare.com Ethics Part 2 & 3	Assignment	25
2/5	Canvas Quiz Ch 6	Quiz	20
2/6	Dental Practice Act Questions	Assignment	10
2/6	Utah Dental Association (UDA) Convention	Assignment	50
2/13	Social Issues Homework	Assignment	20
2/19	Canvas Quiz Ch 10	Quiz	15
2/19	Interview Questions	Discussion	20
2/20	Exam 1	Quiz	75
2/26	Canvas Quiz Ch 7	Quiz	10

Due Date	Assignment Name	Assignment Type	Points
2/27	Resume/Cover Letter First Draft	Assignment	50
3/11	Canvas Quiz: Ch 8	Quiz	20
3/19	"Tell me about yourself" Elevator Speech	Discussion	25
3/19	Resume/Cover Letter Final Draft	Assignment	50
4/2	Mock Interview	Assignment	50
4/29	Final- Field Observation	Assignment	100

Brief Description of Assignments/Exams

PREPARATION: Students are expected to prepare for each class session, which includes chapter reading and Canvas quizzes prior to class time. The students should expect to spend approximately 2-4 hours a week preparing for class and studying for exams.

READING QUIZZES:

Each week you will be required to read the chapters before the lecture being discussed. There will be a 10-20 question Canvas quiz each week that will be due the night before the lecture (11:59pm).

EXAM: One mid-term exam will be given throughout the semester. The exam will be multiple choice.

HOMEWORK: Homework will be assigned throughout the semester and submitted on Canvas. Assignments consist of webinars, resumes, virtual events and in-line assignments.

FINAL OBSERVATION: Each student will be assigned to visit a dental office and observe a Registered Dental Hygienist for a minimum of 2 hours. A reflection paper will be submitted for grading. Instructions and rubric are provided in Canvas.

ATTENDANCE AND PARTICIPATION: Attendance is mandatory and expected at each class session and participation is expected. Refer to Student Manual for department attendance policy. Attendance at the Utah Dental Association Annual Conference (February 1 or 2, 2024) and Lobby Day (February 23, 2024) are required.

Grading Scale

Note: All course assignments must be completed with a 75% or higher to pass this course.

ASSIGNMENT WEIGHT PERCENTAGE

UDA & Lobby Day 5%

Quizzes 20%

Homework Assignments 15%

Resume/Cover Letter 15%

Exam #1 20%

Final 25%

LATE WORK: Late work will NOT be accepted. Lowest quiz will be dropped.

GRADING SCALE AND POLICY

A = 100 – 95 %	B = 86 – 83 %	C = 77 – 75 %	D = 66 – 64%
A- = 94 – 90 %	B- = 82 – 80 %	C- = 74 – 71%	D- = None
B+ = 89 – 87 %	C+ = 79 – 78 %	D+ = 70 – 67%	E = 63—and below

EXTRA CREDIT

Extra credit may/may not be offered- up to instructor's discretion.

Institutional Policies

As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities, academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

You can access the document by clicking on the following link: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>

Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, please visit the Institutional Syllabus under the Tutoring and Learning Support tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the challenges of college life. To learn more about the resources available to you and how to access them, please visit the Institutional Syllabus under the Advising and Counseling Support Services tab: <https://slcc.instructure.com/courses/530981/pages/institutional->

[syllabus](#). Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.

Student Academic Calendar

As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar below:

[SLCC Student Academic Calendar](#)

Additional Policies

EMERGENCY EVACUATION PROCEDURE

When instructed to evacuate the building, always leave immediately. The Dental Hygiene Department will meet in front of the LDS Institute (northeast corner of the building) for a head count and further instructions. As a rule, it is recommended that you evacuate the building at a distance of one and a half times the size of the building to avoid harm.

Any question, please contact (801) 957-4963 www.slcc.edu/riskmanagement/docs/2011

PLAGIARISM Students are expected to reference all sources of information. Any plagiarism will result in failure of the assignment and possible failure of the course. Information must not be copied from other students work, textbooks or internet sources.

ELECTRONIC/WIRELESS DEVICES IN CLASSROOM

The advent of technology use in the classroom as an instructional tool has caused both opportunities and distractions. The expectations for this course are that you are engaged and

present during class time, which means that you will be free from technological distractions.

Research has shown that these distractions cause individual inattentiveness and can make it difficult

for others to stay focused on the immediate discussions. The following policies are in effect during

our time together:

1. Cell phones, iPods, pagers, High-Resolution DVR Spy Pens with webcam and microphone

or any device (excluding ADA authorized devices) that may distract from the class should be silenced before entering the classroom and may not be on the desk during class or exams. If you have an emergency and must use your cell phone, please exit the classroom

to take the call. If you are discovered reading/sending text messages during class, you could be asked to leave the class and will be counted absent for that class session.

2. You are expected to engage in discussion for the class. You may use your computer to access your textbook, take notes, and research the discussion topic. However, some students may find it difficult to refrain from reading emails, surfing the web, and engaging in other activities not related to the class. Therefore, if you are discovered engaging in computer activities not directly related to the class, you will be asked to leave the class and

will be counted absent for that class session.

3. You may not record or publish information from the class without written authorized use

from the instructor. If used without authorization you have violated

PRIVACY/INTELLECTUAL PROPERTY

PROFESSIONALISM:

Professionalism is expected and includes at a minimum the following capabilities and traits :

1. Appearance: Displays appropriate professional appearance and is appropriately groomed as defined in the SLCC Dress Code.
2. Attitudes: Is actively concerned about others. Maintains a positive outlook toward others and toward assigned tasks. Recognizes and admits mistakes. Seeks and accepts feedback to improve performance.
3. Dependability: Completes tasks promptly and well. Arrives on time and actively participates in clinical and didactic activities. Follows through and is reliable.
4. Function under stress: Maintains professional composure and exhibits good personal and clinical judgment in stressful situations. Recognizes the importance of maintaining professional behavior in the clinical setting, in spite of inappropriate action on the part of others.
5. Initiative: Independently identifies tasks to be performed and makes sure that tasks are completed satisfactorily. Performs duties promptly and efficiently. Is willing to spend additional time and to assume new responsibilities. Recognizes when help is required and when to ask for guidance.
6. Integrity: Displays honesty in all situations and interactions; is able to identify information that is confidential and maintain its confidentiality.
7. Interpersonal relationships: Provides support and is empathetic and considerate in interactions with peers, patients, faculty, and staff. Interacts effectively with "difficult individuals." Demonstrates respect for and complements the roles of other professionals. Is cooperative and earns respect.
8. Tolerance: Demonstrates ability to accept people and situations. Acknowledges his/her biases and does not allow them to affect patient care or contribute to inappropriate interactions with others.