

STV62 : Dental Front Office

General Information

Author:	<ul style="list-style-type: none">Kassandra Wilson
Course Code (CB01) :	STV62
Course Title (CB02) :	Dental Front Office
Department:	STV
Proposal Start:	Spring 2025
TOP Code (CB03) :	(1240.10) Dental Assistant
CIP Code:	(51.0601) Dental Assisting/Assistant.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000608726
Curriculum Committee Approval Date:	05/22/2024
Board of Trustees Approval Date:	Pending
Last Cyclical Review Date:	05/22/2024
Course Description and Course Note:	STV 62 gives the participant a comprehensive understanding of dental front office duties. Emphasis will be on mastering dental terminology, handling problem situations involving patients either over the telephone or in person, learning basic billing and transcription techniques and dental software. Lecture/Demonstration 70 hours, Laboratory 30 hours. Note: Student should be able to keyboard at a minimum rate of 20 wpm and perform alpha/numeric filing. Pass/No pass
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none">Noncredit
Mode of Delivery:	
Author:	
Course Family:	

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">Vocational (short-term): Non-Credit
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Pass / No-Pass Only

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07) 0

Maximum Credit Units (CB06) 0

Total Course In-Class (Contact) Hours 100

Total Course Out-of-Class Hours 0

Total Student Learning Hours 100

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

Workforce Preparation.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Workforce Preparation Enhanced Funding.

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience

Education Status (CB10)

Variable Credit Course

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	70	0
Laboratory Hours	30	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	70
Laboratory	30
Studio	0

Total 100

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Studio	0
Total	0

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Advisory

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3

Objectives

- Write paragraphs at the low-intermediate level with sufficient unity.
- Develop coherence and mechanical accuracy.
- Demonstrate mastery of grammatical structures studied at a level sufficient to pass unit tests and the divisional grammar mastery test for this level.
- Converse at a functional level adequate for everyday use on the campus and in the community.
- Respond to questions about recorded and live speeches, dialogues, role plays, and lectures.
- Decode 2,500-word reading passages, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.

Entry Standards

Entry Standards

Comprehend taped and live speeches, dialogues, instructions, and lectures.

Communicate orally in informal dialogues.

Course Limitations

Cross Listed or Equivalent Course

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Specifications

Methods of Instruction

Methods of Instruction

Laboratory

Methods of Instruction

Tutorial

Methods of Instruction

Independent Study

Methods of Instruction

Collaborative Learning

Out of Class Assignments

N/A

Methods of Evaluation

Rationale

Other

Individualized contract (personalized list of learning objectives/goals agreed upon with each student)

Exam/Quiz/Test

Final exams

Textbook Rationale

No Value

Textbooks

Author

Title

Publisher

Date

ISBN

Finkbeiner, Betty Ladley

Practice Management for the Dental Team

St. Louis: Elsevier

2020

9780323597654

Finkbeiner, Betty Ladley

Student Workbook for Practice Management for the Dental Team

Saint Louis: Elsevier Health Sciences

2020

9780323608282

Other Instructional Materials (i.e. OER, handouts)

Description

Eaglesoft Software (proprietary practice management software)

Author	Patterson Dental Supply, Inc
Citation	No value
Online Resource(s)	No value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Comprehend dental vocabulary applicable to dental front office procedures.

Demonstrate proper telephone techniques and appointment scheduling in a variety of dental front office situations.

Recognize the strategies of maintaining patient confidentiality.

Display a working knowledge of all phases of dental insurance billing for dentists' offices.

Manage and document a variety of health records.

Apply legal safeguards to a charting system.

Distinguish between the various databases in a dental software program.

SLOs

Use computer software to input patient information and transactions, perform billing, and create and print reports.

Expected Outcome Performance: 70.0

<i>ILOs</i> Core ILOs	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
<i>STV</i> Administrative Medical Assisting Certificate	Describe the duties, processes, and procedures in managing the medical front office Explain health data and clinical documentation principles, standards and guidelines
<i>STV</i> General Front Office Clerk II Certificate	Operate a variety of business software to create business correspondence, reports, and other related documents.
<i>STV</i> Dental Front Office Certificate	Perform clerical duties such as: schedule appointments, answer phones, etc. Utilize PractiSoft dental software to bill providers.
<i>STV</i> General Front Office Clerk III Certificate	Support business office operations and work independently from a variety of inputs to integrate documents and data with other business applications.

<i>ILOs</i> Core ILOs	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
<i>STV</i> Administrative Medical Assisting Certificate	Describe the duties, processes, and procedures in managing the medical front office <hr/> Explain health data and clinical documentation principles, standards and guidelines
<i>STV</i> Dental Front Office Certificate	Perform clerical duties such as: schedule appointments, answer phones, etc. <hr/> Utilize PractiSoft dental software to bill providers.

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

Dental Terminology (10 hours)

- Basic word structure
- Common abbreviations

Handling Patient Records and Transactions (40 hours)

- Inputting patient information
- Inputting transaction data
- Entering a new patient and transactions
- Entering and applying an insurance carrier payment

Setting Up Appointments (20 hours)

- Scheduling appointments
- Making an appointment change
- Juggling schedules
- Adding patients to the recall list
- Changing a transaction record

Total Hours: 70

Laboratory/Studio Content

Setting Up Appointments (5 hours)

- Scheduling appointments
- Making an appointment change
- Juggling schedules
- Adding patients to the recall list
- Changing a transaction record

Creating and Printing Reports (25 hours)

- Creating a patient aging report
- Finding a patient's balance
- Printing day sheet reports
- Printing a schedule

Total Hours: 30

Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

No

GCC Major Requirements

No Value

GCC General Education Graduation Requirements

No Value

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liaison?

No Value

Did you contact the DEIA liaison?

No

Were there any DEIA changes made to this outline?

No Value

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value