COLLEGE OF
THE ROCKIES

Dental Reception – DENT 142
Certified Dental Assisting Program

Course Outline

COURSE IMPLEMENTATION DATE:	**Pre 1998**
OUTLINE EFFECTIVE DATE:	**September 2023**
COURSE OUTLINE REVIEW DATE:	**April 2028**

GENERAL COURSE DESCRIPTION:

This course provides basic information for work at the front desk of the dental office. This course provides an overview of the common skills necessary to keep an office running smoothly when the regular receptionist is absent.

Course topics include patient communication with regards to the front desk, including face-to-face and telephone communications, appointment control and recall systems utilizing computer software; patient accounts, dental insurance and other financial duties of the receptionist or office manager, and, office organization and written communication. Students also create a cover letter and résumé to use in seeking employment, and review interview skills.

Program Information: This course is required for successful completion of the Certified Dental Assisting program.

Delivery: This course is delivered face to face.

COTR Credits: 3

Hours for this course: 33

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	33
Seminars / Tutorials	
Laboratory / Clinical Hours	44*
Practicum / Field Experience Hours	
Other Contact Hours	
Total	77
***Refer to DENT 154 Course Outline**	

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
Total	

Course Outline Author or Contact:
Marla Jones, BA, CDA, PID
CDA Program Coordinator

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Signature

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APPROVAL SIGNATURES:

Department Head   Dean of Health and Human Services
Sandi Hill   Heather Hepworth
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Department Head Signature   Dean Signature

EDCO

Valid from: September 2023 – April 2028

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Education Council Approval Date

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COURSE PRE-REQUISITES AND TRANSFER CREDIT:

Prerequisites: None

Corequisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA   ☐ Yes   ☑ No

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit http://www.cotr.bc.ca/Transfer.

Students should also contact an academic advisor at the institution where they want transfer credit.

Prior Course Number: N/A

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Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

> Elsevier Saunders (Bird and Robinson, *Modern Dental Assisting*, 13th Edition, ISBN 978-0-323-62485-5

> DENT 142 Module

Please see the instructor's syllabus or check COTR's online text calculator https://textbook.cotr.bc.ca/ *for a complete list of the currently required textbooks.*

LEARNING OUTCOMES:

Upon the successful completion of this course, students will be able to

- discuss the importance of a culturally influenced reception area;
- demonstrate effective verbal and written communication skills that promote cultural awareness of all clients;
- implement office procedures such as appointment control and recall systems;
- develop a basic understanding of accounts receivable and other financial processes including insurance claim forms and filing;
- create a cover letter and resume to apply for employment positions; and
- review employment interview skills.

COURSE TOPICS:

- Patient Communication
- Appointment Control
- Recall Systems
- Patients Accounts
- Dental Claims
- Financial Records
- Filing and Supply Inventory
- Office Communications
- Job Related Skills

EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Quizzes, Worksheets and Assignments	20%
Reception Computer Assignments	25%
Case Studies	25%
Final Exam - units 1 – 8	30%
Total	100%

Please see the CDA Program Student Handbook for specific policies related to this course.

CLINICAL:

Elements of DENT 142, particularly course learning outcomes #2-4, correspond to DENT 154 practical objectives:

- Apply Telephone Techniques
- Control Appointments
- Manage Recall System
- Control Patient Accounts
- Process Dental Claims
- Maintain Financial Records
- Maintain Filing System
- Manage Written Communications

It is important to note that DENT 142 Dental Reception provides an overview of reception procedures. This course does not provide an entire Office Administration Program.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	F
Mark (Percent)	≥ 95	94-90	89-85	84-80	79-75	74-70	< 70

Students must achieve an overall grade of 70% to pass this course.

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor will endeavour to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.