ADED 182C : Office Procedures and Management with Computer Applications

Development of working knowledge of office procedures to include communication and telephone techniques, appointment scheduling, and document management including HIPAA regulations. Other topics include fundamentals of financial systems, dental insurance, inventory control, and job search preparation. Technology in the business office and the use of specialized office management software is highlighted.

Credits 2

Lab/Practicum/Clinical Hours 0

Lecture Hours 2

Prerequisite Courses

ADED 110C

Learning Outcomes

- Explain the concept of dentistry as a business and a healthcare provider.
- Recognize barriers to patient communication including verbal and non-verbal methods of communication and the importance in a dental office.
- Discuss the importance of staff management and conflict resolution.
- Explain the responsibilities of treating patients in the dental office following the accepted standard and proper professional behavior.
- Describe the application of digital technologies and how it impacts the dental office.
- Identify the three types of dental supplies and types of inventory ordering and storage.
- Understand guidelines for dental insurance claims and benefits.
- Create a professional resume and cover letter.
- Recognize the appropriate attire to wear to a dental job interview.