

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ACADEMIC AFFAIRS

Course Number: DAST 202 Department: Dental Assistant

Course Title: Dental Records Semester: Spring Year: 1997

Objectives/Competencies

Course Objective	Competencies
<ol style="list-style-type: none">1. Identify the function and the role of the Dental Assistant regarding specialized business skills in the dental office.2. Demonstrate competency in the area of business office procedures including completing dental office forms, dental office filing procedures, business banking procedures, dental payment plans prepaid dental care plans, processing mail, and business records.3. Develop proficiency and knowledge in the areas of inventory control, purchasing of supplies and maintenance of the inventory control system.4. Develop and apply knowledge of establishing an appointment book design and matrix in the dental office.5. Identify the skills required to establish a preventive recall program in the dental office.6. Demonstrate competent interpersonal and written communication skills required in a dental office and represent professional contact with patients and dental professionals.	<ol style="list-style-type: none">1. Interpret obtained facts through review, identification, definition and explanation.

Course Objective	Competencies
<p>7. Identify and perform a series of expanded responsibilities of dental office management which include supervision, orientation, scheduling, maintenance of records and preliminary office personnel aspects.</p> <p>8. Develop telephone skills and techniques that include office greetings, office policy and routine communication protocol in a dental office setting.</p> <p>9. Identify and practice business skills utilized in a dental business office.</p> <p>10. Identify the importance of knowledge and application of computer management in the dental business office.</p>	