



DENT-142 – Dental Reception

Health and Human Services

Effective Term & Year: Fall 2023

Course Outline Review Date: 2028-04-01

Program Area: Health

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 Methods: On-campus (Face-to-Face)

Credit Type: College of the Rockies Credits

Credits: 3

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	33

Seminar/Tutorials	
Laboratory/Studio	44 *Refer to DENT 154 Course Outline
Practicum/Field Experience	
Co-op/Work Experience	
Other	
Total	77

Course Requisites:

None

Flexible Assessment: No

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook 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 Assessments

Assessment Type: On-Campus (face-to-face)

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

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=95	94-90	89-85	84-80	79-75	74-70					<70

Pass requirements: Students must achieve a minimum of 70% on all final examinations and an overall grade of 70% to pass this course.

Evaluation Notes Comments:

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 Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.