



**M:** Course Objectives / Learning Outcomes

The learning outcomes are based on the Curriculum Guide 2001 Education of Certified Dental Assistants in British Columbia, developed for the Ministry of Advanced Education, Training and Technology and the Centre for Curriculum, Transfer and Technology, February, 2001.

Upon successful completion of CHDA 1118 the student will:

1. Manage client records
2. Schedule appointments
3. Complete insurance claims
4. Manage financial records
5. Manage inventory control system

**N:** Course Content:

1. **Manage client records**

Legal and ethical implications  
 Personal, medical and dental histories  
 Numbering systems  
 Annotation  
 Abbreviations  
 Chart entries, manual and computerized  
 Quality Assurance

2. **Schedule appointments**

Appointment entries, manual and computerized  
 Guidelines for efficient appointment scheduling  
 Confirmation of Appointments  
 Daily schedules  
 Preventive recall programs

3. **Complete insurance claims**

Dental insurance, terminology  
 Claim forms preparation, paper/electronic  
 Dental procedure codes  
 Fee guides  
 Legal and ethical implications

4. **Manage financial records**

Accounts receivable systems  
 Maintain financial records  
 Dental estimates  
 Legal and ethical implications

5. **Manage inventory control systems**

Inventory systems  
 Reorder point  
 Guidelines for ordering dental supplies

<p><b>O:</b> Methods of Instruction</p> <ol style="list-style-type: none"> <li>1. Lecture/Practice</li> <li>2. Class Discussion/Seminar</li> <li>3. Demonstration</li> <li>4. Computer</li> </ol>
<p><b>P:</b> Textbooks and Materials to be Purchased by Students</p> <ul style="list-style-type: none"> <li>• Torres, H.O., Ehrlich, A., Bird, D., &amp; Dietz, E. Modern Dental Assisting (latest edition). Philadelphia: W.B. Saunders Co.</li> <li>• Wilkins, Esther M., Clinical Practice of the Dental Hygienist, (latest edition). Philadelphia: Lea and Febiger.</li> <li>• <b>Same texts used in all courses of the Dental Assisting Program.</b></li> </ul>
<p><b>Q:</b> Means of Assessment</p> <p>Course evaluation is based on course objectives, and is consistent with Douglas College Evaluation Policies. An evaluation schedule is presented to the students at the beginning of the course.</p> <p>A minimum mark of 65% is required to be successful in the course.</p> <p>Outlines of evaluation may be subject to change.</p>
<p><b>R:</b> Prior Learning Assessment and Recognition: specify whether course is open for PLAR</p> <p>Yes</p>

---

 Course Designer(s)

---

 Education Council / Curriculum Committee Representative

---

 Dean / Director

---

 Registrar