



Jordan University of Science and Technology
Faculty of Applied Medical Sciences
Department of Applied Dental Sciences
First Semester 2013-2014
Course Syllabus

Course Information	
Course Title	Dental Office Management
Course Code	ADS 463
Prerequisites	--
Course Website	www.just.edu.jo/e-learning/ads 463
Instructor	Ms. Reem Saleem Tubaishat
Office Location	Applied Medical Sciences Faculty/ 2 nd Floor
Office Phone #	02-720 1000
Office Hours	
E-mail	reemsafa@just.edu.jo
Teaching Assistant(s)	--
Course Description	
This course is designed to expose allied dental science students to the area of office practice management. Included will be information and assignments to assist the development of business writing, telephone communication, effective practice management skills and computer-assisted office management	

Textbook	
Title	Management the dental clinic.
Author(s)	Finkbeiner, B.L. and Finkbeiner, C.A
Publisher	Mosby
Year	2003
Edition	5 th

Other references	Instructor's handout
-------------------------	----------------------

Assessment		
Assessment	Expected Due Date	Percentage
First Exam	5 th week	25%
Second Exam	10 th week	25%
Assignments	Resume Development	10%
Final Exam	To be announced later	40%

Course Objectives	Percentage
1. Define the Management systems for dental assistant students.	5%
2. Explain the importance of management within an office setting.	10%
3. Explain the importance of infection control strategies in an office setting.	10%
4. Define and demonstrate Official letter formatting	5%
5. Demonstrate the different letter styles used in a dental office	5%
6. Describe the different forms kept in a patient record	20%
7. Describe the various filing systems used in a dental office	10%
8. Describe the function of the components of a clinical file	5%
9. Develop a telephone technique	10%
10. Describe the appointment book and factors in scheduling	10%
11. Describe the communication skills required for managing dental office	10%

Teaching & Learning Methods
<ul style="list-style-type: none"> • Lectures, group Discussion, • Reading Articles • Handling assignments, • Instructor handouts

Teaching duration:

- A full- time lecture

Additional Notes

Attendance policy: students must attend 100% of all scheduled classes. Should an absence be necessary, student should contact the course instructor by telephone immediately. Work missed can ONLY made up with an excused absence.

- No make-up exams or quizzes will be given for unexcused absences
- Late arrivals to class are unexcused absences
- Any excuse for an exam must be formally signed by the dean of the faculty

All course make-ups, test, and so forth, must be completed within 14 days from the date of the excused absence.

Expected workload:

All course requirements are to be submitted to the instructor on the established due dates. Work submitted after the established deadlines will b penalized. Students are encouraged to keep a duplicate copy of all written assignments submitted

Feedback:

Concerns or complaints should be expressed in the first instance to the course instructor. If no resolution is forthcoming then the issue should be brought to the attention of the Department Chair and if still unresolved to the Dean. Questions about the material covered in the lecture, notes on the content of the course, its teaching and assessment methods can be also sent by e-mail

Course Content

Week	Date	Title of the Lecture	Lecturer
1		<ul style="list-style-type: none">- Introduction to course- Go over syllabus- Resume/ due date	Ms. Reem Tubaishat

2		Infection Control for Dentistry I, II, and Managing Occupational Exposu Bloodborne Pathogens in the Dental Setting	Ms. Reem Tubaishat
3		Communication skills	Ms. Reem Tubaishat
4		Eid Al-0Adha Holiday	Happy Eid
5		Managing the Office Dental Records	Ms. Reem Tubaishat
6		First Exam	Study Hard
7		Quality and Standardization	Ms. Reem Tubaishat
8		Inventory System and Ordering Dental Supplies	Ms. Reem Tubaishat
9		Writing an Effective Resume	Ms. Reem Tubaishat
10		Letter Writing: Reading and Thoughtfully Corresponding	Ms. Reem Tubaishat
11		Second Exam	Study Hard
12		Documentation/ dental record keeping	Ms. Reem Tubaishat
13		Types of patients encountered in a dental clinic	Ms. Reem Tubaishat
14		Waste Management	Ms. Reem Tubaishat
15		Marketing plan Revision	Ms. Reem Tubaishat
16	To be announced	Final Exam	Ms. Reem Tubaishat