



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: DLA 1226 Dental Software

Date: Spring 2020

Credit Hours: 2

Prerequisite(s): DLA 1206, take concurrently with DLA 1216

Delivery Method: **Lecture** **2 Contact Hours** (1 contact = 1 credit hour)
 Seminar **0 Contact Hours** (1 contact = 1 credit hour)
 Lab **0 Contact Hours** (2-3 contact = 1 credit hour)
 Clinical **0 Contact Hours** (3 contact = 1 credit hour)
 Online
 Blended

Offered: **Fall** **Spring** **Summer**

IAI Equivalent –**Only for Transfer Courses**-go to <http://www.itransfer.org>:

CATALOG DESCRIPTION:

This course emphasizes the dental software used in modern dental offices. It will give in depth information regarding scheduling, patient record keeping, dental charting, periodontal probing, treatment planning, walk-outs and much more. Information taught in this course is highly sought after in dental administrators.

GENERAL EDUCATION GOALS ADDRESSED

[See last page for Course Competency/Assessment Methods Matrix.]

Upon completion of the course, the student will be able:

[Choose up to three goals that will be formally assessed in this course.]

- To apply analytical and problem solving skills to personal, social, and professional issues and situations.
- To communicate successfully, both orally and in writing, to a variety of audiences.
- To construct a critical awareness of and appreciation for diversity.
- To understand and use technology effectively and to understand its impact on the individual and society.
- To develop interpersonal capacity.
- To recognize what it means to act ethically and responsibly as an individual and as a member of society.
- To recognize what it means to develop and maintain a healthy lifestyle in terms of mind, body, and spirit.
- To connect learning to life.

EXPECTED LEARNING OUTCOMES AND RELATED COMPETENCIES:

[Outcomes related to course specific goals. See last page for more information.]

Upon completion of the course, the student will be able to:

1. Describe the basic differences and similarities of the different dental software used in dental offices.
 - 1.1. Understand Eaglesoft and the skills necessary in working the program.
 - 1.2. Understand Detrix and its software system.
 - 1.3. Discuss the major differences between the two most common systems.
 - 1.4. Discuss the reasons why some providers use different systems.
2. Discuss how the digital age has impacted dentistry and why implementing change to a computer system is important to all staff members.
 - 2.1. Describe the elements of information systems.
 - 2.2. Explain the four operations of a computer.
 - 2.3. Explain how digital technology can be used to increase profitability and the purpose of feasibility study.
3. Demonstrate a working knowledge of entering new patients, and searching for current patients in the Eaglesoft.
4. Demonstrate a working knowledge of recording and entering medical history information.
5. Demonstrate a basic understanding of Computer and Dental Software in the dental office for scheduling and retention.
 - 5.1. Demonstrate a knowledge of appointment management, the advantages of electronic appointment book, and basic scheduling concepts.
 - 5.2. Describe components of the appointment matrix.
 - 5.3. Demonstrate an understanding of time allocation and other important factors in scheduling appointments.

- 5.4. Explain the importance of understanding the dentist's biological clock when scheduling appointments and discuss several scheduling considerations to keep in mind.
- 5.5. Apply the basic steps of entering appointments into an appointment system and additional activities included with appointment entries.
- 5.6. Demonstrate a knowledge of the daily appointment schedule and scheduling patients in an advanced-function practice.
6. Demonstrate a working knowledge of accurate record taking using Eaglesoft.
 - 6.1. Understand when to make notes in a patient chart.
 - 6.2. Understand when to make notes on the patient appointment.
 - 6.3. Understand where to make additional notes about patient medical/dental history.
7. Demonstrate a working knowledge of digital charting and periodontal probing.
 - 7.1. Understand why dental charting is necessary for a thorough exam.
 - 7.2. Know when to open new charts.
 - 7.3. Know when to edit old charts.
 - 7.4. Know how to access old periodontal exams and compare.
 - 7.5. Understand how to change from primary, permanent and mixed dentition in the chart.
 - 7.6. Know when to chart missing/extracted teeth.
8. Demonstrate a working knowledge of the creation of treatment plans.
 - 8.1. Understand the basic steps in creating an accurate treatment plan
 - 8.2. Understand how to take procedures from treatment plan when scheduling.
 - 8.3. Understand why a patient may require several different treatment plans, and how to create and name them for easy identification.
9. Demonstrate a working knowledge of service codes used in dental offices.
 - 9.1. Memorize commonly used service codes.
 - 9.2. Know where to search for codes in the program.
 - 9.3. Know how to add codes used specifically in your office (non-insurance codes).
 - 9.4. Know how to create "exploding codes" for quick walk-outs or scheduling.
10. Demonstrate a working knowledge of writing letters of appeal, and what information must be gathered.
 - 10.1. Be able to understand what the insurance company is requesting, or why a claim was denied.
 - 10.2. Know how to send correct information to the insurance company for appeal.
11. Demonstrate a working knowledge of creating a referral using Eaglesoft, and what information must be completed.

MAPPING LEARNING OUTCOMES TO GENERAL EDUCATION GOALS

[For each of the goals selected above, indicate which outcomes align with the goal.]

Goals	Outcomes
First Goal	
To understand and use technology effectively and to understand its impact on the individual and society.	All information taught in this course will fulfill this goal.

COURSE TOPICS AND CONTENT REQUIREMENTS:

- I. Dental Software
 - i. Eaglesoft
 - ii. Dentrax
 - iii. Other smaller companies
- II. Digital age impact
 - i. Training
 - ii. Profitability
 - iii. Feasibility
- III. Entering new patients
- IV. Searching for current patients
- V. Recording and entering medical history
- VI. Software for scheduling
 - i. Where to schedule
 - ii. What to watch for
 - iii. Doctors biological clock
 - iv. Patient preference
 - v. Double-booking
 - vi. Dovetailing
 - vii. Expanded functions dental assistant
- VII. Appointment matrix
- VIII. Advance function office
- IX. Accurate record taking
 - i. Where to make notes
 - ii. When notes are necessary
- X. Digital charting
 - i. Primary teeth
 - ii. Permanent teeth
 - iii. Mixed dentition
- XI. Peridontal probing
 - i. Order preference
 - ii. Missing teeth
 - iii. How to compare exams
- XII. Service codes
 - i. Where to find them
 - ii. How to add new

- iii. How to add exploding codes
- XIII. Treatment plans
 - i. Why necessary
 - ii. How to create, use, edit, delete
 - iii. How to name for easy identification
- XIV. Letters of appeal
 - i. Working with insurance companies
 - ii. Attaching documentation to appeal letters
- XV. How to create a referral from Eaglesoft
 - i. What information must be included
 - ii. How to save.
 - iii. How to add providers

INSTRUCTIONAL METHODS:

Screen Share
Eaglesoft Tutorial Videos
Computer Lab Practice
Videos
Interactive tutorials
Lecture
YouTube
Blackboard

INSTRUCTIONAL MATERIALS:

https://pattersonsupport.custhelp.com/app/answers/detail/a_id/19406
Dental Administrative Assistant, 5th Ed, 2021
Dental Administrative Assistant, 5th ED, student workbook.
Instructor Created Videos uploaded to Blackboard/YouTube
Eaglesoft V20 Demo in computer lab
Working Eaglesoft in Dental Lab

STUDENT REQUIREMENTS AND METHODS OF EVALUATION:

A= 90-100
B= 80-89
C= 70-79
D= 60-69
F= 0-59

Course Competency/Assessment Methods Matrix

(Dept/# Course Name)	Assessment Options																																	
For each competency/outcome place an "X" below the method of assessment to be used.	Assessment of Student Learning	Article Review	Case Studies	Group Projects	Lab Work	Oral Presentations	Pre-Post Tests	Quizzes	Written Exams	Artifact Self Reflection of Growth	Capstone Projects	Comprehensive Written Exit Exam	Course Embedded Questions	Multi-Media Projects	Observation	Writing Samples	Portfolio Evaluation	Real World Projects	Reflective Journals	Applied Application (skills) Test	Oral Exit Interviews	Accreditation Reviews/Reports	Advisory Council Feedback	Employer Surveys	Graduate Surveys	Internship/Practicum /Site Supervisor Evaluation	Licensing Exam	In Class Feedback	Simulation	Interview	Written Report	Assignment		
Assessment Measures – Are direct or indirect as indicated. List competencies/outcomes below.	Direct/ Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D								
Describe the basic differences and similarities of the different dental software used in dental offices.				X	X	X		X				X	X	X	X	X		X	X	X		X	X	X	X			X	X					X
Discuss how the digital age has impacted dentistry and why implementing change to a computer system is important to all staff				X	X	X		X				X	X	X	X	X		X	X	X		X	X	X	X			X	X					X
Demonstrate a working knowledge of entering new patients, and searching for current patients in Eaglesoft.				X	X	X		X				X	X	X	X	X		X	X	X		X	X	X	X			X	X					X
Demonstrate a working knowledge of recording and entering medical history information.				X	X	X		X				X	X	X	X	X		X	X	X		X	X	X	X			X	X					X

Demonstrate a basic understanding of computer and dental software in the dental office for scheduling and retention.					X	X	X		X					X	X	X	X	X			X	X	X	X	X		X	X			X
Demonstrate a working knowledge of accurate record taking using Eaglesoft					X	X	X		X					X	X	X	X	X			X	X	X	X	X		X	X			X
Demonstrate a working knowledge of digital charting and periodontal probing.					X	X	X		X					X	X	X					X	X	X	X	X		X	X			X
Demonstrate a working knowledge of the creation of treatment plans					X	X	X		X					X	X	X					X	X	X	X	X		X	X			X
Demonstrate a working knowledge of service codes used in dental offices					X	X	X		X					X	X	X					X	X	X	X	X		X	X			X
Demonstrate a working knowledge of writing letters of appeal, an what information must be gathered.					X	X	X		X					X	X	X					X	X	X	X	X		X	X			X
Demonstrate a working knowledge of creating a referral using Eaglesoft, and what information must be completed.					X	X	X		X					X	X	X					X	X	X	X	X		X	X			X