

DENTAL FRONT OFFICE

INDUSTRY SECTOR | Health Science and Medical Technology
PATHWAY | Health Care Administrative Services

COURSE ESSENTIAL QUESTION:

COURSE OVERVIEW:

This course is to prepare students for employment as a Dental Front Office Reception, includes instruction of the business of dentistry, dental team and patient management and appropriate office design and equipment. Integrated throughout the course are Common Core State Standards and Career Technical Education Standards, which include safety, communication, technology, ethics, career planning and other employability skills.

INFORMATION:

- A. **Pre-requisite:** 16 years old or a 11th/12th grader
- B. **Abilities Required:** Reading Comprehension
- C. **Dress Requirement and Grooming:** Business Casual
- D. **Students must master 90% of the certificate competencies to receive a certificate.**
- E. **Fee:** None
- F. **Course Length:** 180 Hours
- G. **Textbook:** [Click here to enter text.](#)
- H. **UC a-g Approved:** No
- I. **Industry Certification:** No
- J. **Sequencing to Include a Capstone:** Yes
- K. **Community College Articulation:** No
- L. **Common Core Alignment:** Yes
- M. **Community Classroom:** No
- N. **Career Technical Student Organization:** No
- O. **Work- Based Learning:** No

THEME: UNIT 1. DENTISTRY AS A BUSINESS

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Demonstrates the understanding of the Business of Dentistry

Key Assignments

- Terminology, Critical thinking questions, Group presentation, play role barrier in communication etc., workbook activities and homework.

Anchor Standards

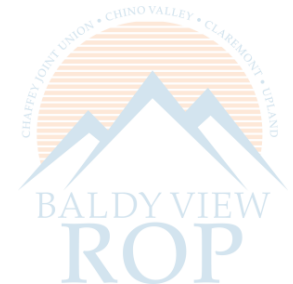
- 1.0. **Academics:** Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment.

Pathway Standards

- C1.0 Understand health care systems as the organization of people, institutions, funding, and resources as well as the broad scope of operations in which health care services are delivered to meet the health needs of target populations.
- C2.0 Understand the various health care provider and support roles in patient care as an integrated, comprehensive health care system, to offer the very best options for treatment of patients.

Common Core Standards

- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text.



RESOURCES:

Resources

Resources



THEME: UNIT 2. DENTAL TEAM MANAGEMENT
ENGAGING TITLE:
ESSENTIAL QUESTION: *Enter Essential Question*
INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Enter Common Core Unit Objectives

Key Assignments

Terminology, role play telephone calls, group presentation, work book activities and homework.

Anchor Standards

- 5.0 **Problem Solving and Critical Thinking:** Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the Health Science and Medical Technology sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.
- 7.0 **Responsibility and Flexibility:** Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect.

Pathway Standards

- C4.0 Know the role and relationship of public policies and community engagement on the health care delivery system.
- C6.0 Understand the dynamics of human relations, self-management, organizational, and professional leadership skills necessary within the health care administrative system.

Common Core Standards

- RS 11-12.4 Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text.

RESOURCES:

Resources

Resources



THEME: UNIT 3. PATIENT MANAGEMENT

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

- Understand patient's needs.
- Identify barriers of communication.
- Recognize nonverbal cues.
- Patient's rights.

Key Assignments

Enter Key Assignments

Anchor Standards

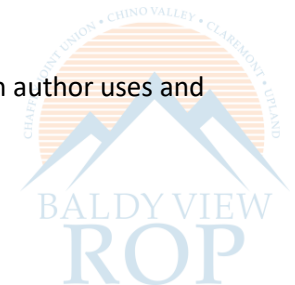
- 5.0 **Problem Solving and Critical Thinking:** Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the Health Science and Medical Technology sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.
- 7.0 **Responsibility and Flexibility:** Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect.

Pathway Standards

- C12.0 Understand how to use health information effectively.
- C15.0 Code health information and bill payers using industry standard methods of classification of diseases, current procedural terminology, and common health care procedure coding system.

Common Core Standards

- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text.



RESOURCES:

Resources

Resources



THEME: UNIT 4. COMMUNICATION

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Demonstrates the ability to work with Dental Office Documents, Affective use of written communication, and affective use of technology (i.e. fax, phones, email, etc.)

Key Assignments

Terminology, role play telephone calls, group presentation, work book activities and homework.

Anchor Standards

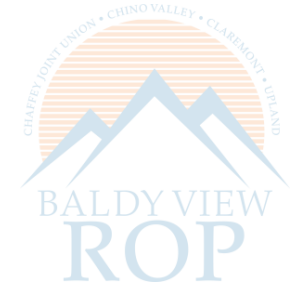
2.0. **Communications:** Acquire and accurately use Health Science and Medical Technology sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats.

Pathway Standards

- C6.0 Understand the dynamics of human relations, self-management, organizational, and professional leadership skills necessary within the health care administrative system.
- C13.0 Understand the need to communicate health/medical information accurately and within legal/regulatory bounds across the organization.
- C14.0 Understand how to transfer information to third-parties.

Common Core Standards

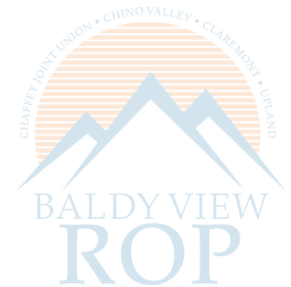
- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text.



RESOURCES:

Resources

Resources



THEME: UNIT 5. BUSINESS OFFICE SYSTEMS

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Demonstrates the use of Appointment Management Systems, Recall Systems, Inventory systems and supply ordering, Use of financial systems: Accounts Receivable, and Identify steps of billing.

Key Assignments

Terminology, Group report/presentation, role play by explaining Business office systems.

Anchor Standards

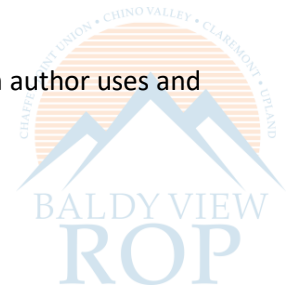
4.0 **Technology:** Use existing and emerging technology to investigate, research, and produce products and services, including new information, as required in the Health Science and Medical Technology sector workplace environment.

Pathway Standards

- C9.0 Use an electronic health care patient information system to optimize the acquisition, storage, retrieval, and use of information in health and biomedicine.
- C10.0 Understand common file formats for document and medical imaging, digitizing paper records, and storing medical images.
- C11.0 Know how to schedule and manage appointments for providers.
- C12.0 Understand how to use health information effectively.
- C14.0 Understand how to transfer information to third-parties.
- C15.0 Code health information and bill payers using industry standard methods of classification of diseases, current procedural terminology, and common health care procedure coding system.

Common Core Standards

RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text.



RESOURCES:

Resources

Resources



THEME: UNIT 6. ETHICS AND LEGAL RESPONSIBILITIES

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Understands Sexual harassment and identifies tactics for handling harassment situations, applies appropriate workplace behavior.

Key Assignments

Terminology, workbook assignments, group report/presentation, role play situations in dental office that may lead to litigations.

Anchor Standards

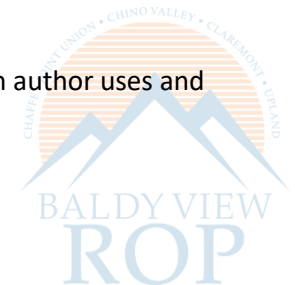
- 5.0 **Problem Solving and Critical Thinking:** Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the Health Science and Medical Technology sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.
- 10.0 **Technical Knowledge and Skills:** Apply essential technical knowledge and skills common to all pathways in the Health Science and Medical Technology sector, following procedures when carrying out experiments or performing technical tasks.

Pathway Standards

- C5.0 Understand and maintain standards of excellence, professional, ethical, and moral conduct required in management of personnel and policy within the health care delivery system.
- C12.0 Understand how to use health information effectively.
- C13.0 Understand the need to communicate health/medical information accurately and within legal/regulatory bounds across the organization.
- C14.0 Understand how to transfer information to third-parties.

Common Core Standards

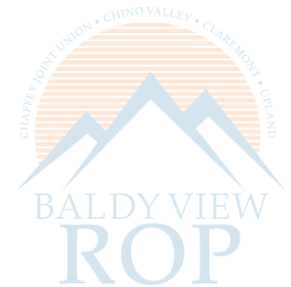
- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text.



RESOURCES:

Resources

Resources



THEME: UNIT 7. HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Demonstrates appropriate safety practices (e.g. bending lifting, etc.), Describes patient/employer accident procedure and Affective Infection Control Systems.

Key Assignments

Terminology, role play basic infection control procedures, group reports/ presentations.

Anchor Standards

- 6.0 **Health and Safety:** Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the Health Science and Medical Technology sector workplace environment.

Pathway Standards

- C7.0. Follow the model of medical safety practices and processes that can help prevent system medication errors and understand the consequences of mistakes.

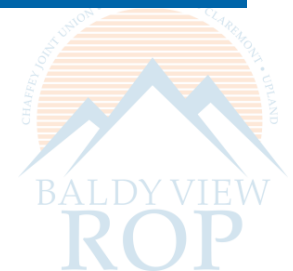
Common Core Standards

- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text

RESOURCES:

Resources

Resources



THEME: UNIT 8. LEADERSHIP AND TEAMWORK
ENGAGING TITLE:
ESSENTIAL QUESTION: *Enter Essential Question*
INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Describes the characteristics and benefits of teamwork and leadership, ability to make appropriate decisions.

Key Assignments

Terminology, workbook assignments, role play office management of chaos.

Anchor Standards

- 7.0 **Responsibility and Flexibility:** Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the Health Science and Medical Technology sector workplace environment and community settings.
- 9.0 **Leadership and Teamwork:** Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution as practiced in the Cal-HOSA career technical student organization.

Pathway Standards

- C6.0 Understand the dynamics of human relations, self-management, organizational, and professional leadership skills necessary within the health care administrative system.

Common Core Standards

- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing how an author uses and refines the meaning of a key term over the course of a text

RESOURCES:

Resources

Resources



THEME: UNIT 9. CAREER PLANNING

ENGAGING TITLE:

ESSENTIAL QUESTION: *Enter Essential Question*

INSTRUCTIONAL HOURS: 10.00 HOURS

Common Core Unit Objective

Demonstrates job search through placement agencies and current technology e.g. computers, completes a job application correctly.

Key Assignments

Personal Portfolio, Application, Letters of Recommendation

Anchor Standards

- 3.0 **Career Planning and Management:** Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems and manage personal career plans.
- 10.0 **Technical Knowledge and Skills:** Apply essential technical knowledge and skills common to all pathways in the Health Science and Medical Technology sector, following procedures when carrying out experiments or performing technical tasks.

Pathway Standards

C16.0 Use a systematic method of continual process improvement.

Common Core Standards

- RS 11-12.4. Determine the meaning of words and phrases as they are used in a text, including analyzing g how an author uses and refines the meaning of a key term over the course of a text.

RESOURCES:

Resources

Resources

