DENTAL HYGIENE

**Code:** DHY 251  
**Title:** Clinical Services III  

**Division:** Health Sciences  

**Course Description:** This capstone course offers an integrative clinical approach to the provision of patient care services. It emphasizes the honing of clinical skills, the synthesis of prior learning, and application to the delivery of care. It covers practice management and its application to the business of dental hygiene to prepare students for the modern work force and its various demands.

**Prerequisite:** CHE 210, DHY 201, DHY 210, DHY 220, MTH 107  

**Corequisite:** DHY 240, DHY 241, SOC 101, SPE 102  

**Credits:** 4 cr.

**Required Materials (Check Bookstore for Latest Edition):**  
Click on the bookstore for the supplies which you are attending each class.  
[Rcbc.edu/bookstore](http://Rcbc.edu/bookstore)

**Course Learning Outcomes:**  
Upon completion of this course, students will be able to:  

- **Cognitive:**
  - Function as a professional in the area of clinical dental hygiene.  
  - Be prepared as a dental hygiene graduate by successful clinical testing in mock board, instrument proficiency examination, and reviewing graduation requirements.  
  - Develop more independent thinking/self-directive skills necessary for a dental hygienist.  
  - Demonstrate skills in scientific writing and research.  
  - Conduct research online through the World Wide Web.  
  - Develop and provide an educational presentation on a dental product and provide results from research studies conducted on the product.
o Apply probability values related to the research project and statistical decision-making.
o Demonstrate effective patient management skills.
o Describe legal and ethical issues that take place in the dental business office.
o Demonstrate effective telecommunication skills.
o Demonstrate effective written communication skills.
o Differentiate inventory systems and supply ordering methods.
o Define terms relating to dental insurance and properly complete insurance claim forms.
o Demonstrate proper behavioral/verbal skills during a job interview.
o Differentiate between an office manager and a business assistant.
o Identify the five R’s of good staff relationships.
o Manage interpersonal communication of staff and doctor.
o Explain team productivity and how to manage time effectively.
o Explain purpose of an office procedure manual.
o Discuss procedures for conducting a staff meeting and managing staff conflict.
o Explain the impact of ethics and law on the dental office.
o Describe the code of ethics of professional dental organizations.
o Explain various types of consent.
o Describe situations that might lead to litigation in a dental office.
o Identify the twelve steps in making ethical decisions.
o Describe the basic steps for preparing written communication.
o Explain characteristics of an effective newsletter and its use as a mailing device.
o Identify classification of mail and special mail services.
o Explain the application of telecommunications in the dental office.
o Describe types of telecommunication systems used in a dental office.
o Demonstrate efficient telephone techniques.
o Know the features of telephone equipment and services.
o Describe appointment book styles.
o Identify solutions to common appointment scheduling situations.
o Describe use of a treatment plan.
o Complete a daily schedule and a call list.
o Describe the four parties involved in prepaid dental care plans.
o Explain the parts of the ADA approved claim form.
o Know the ADA codes for dental procedures and complete the ADA claim form.
o Describe the coordination of benefits.
o Describe Medicaid dental benefits.
o Identify three types of dental supplies.
o Explain various types of inventory systems.
o Explain factors determining supply quantity.
o Identify common supply forms.
o Explain how to properly store hazardous materials.
o Determine your career goals and identify your personal priorities for a potential job.
o Determine desirable characteristics for a job you might seek.
o Determine methods of marketing your skills.
o Develop a philosophy for dental hygiene career.
o Identify factors to consider in salary negotiations.
o Prepare data for job applications and interviews.
o Prepare an interview follow-up letter.
o Explain how to advance on the job.

- Psychomotor:
o Function as a professional in the area of clinical dental hygiene.
o Perform successfully on clinical testing in mock board, instrument proficiency examination, and reviewing graduation requirements.
o Develop more independent thinking/self-directive skills necessary for a dental hygienist.
o Demonstrate skills in scientific writing and research.
o Conduct research online through the World Wide Web.
o Develop and present an educational presentation on a dental product and provide results from research studies conducted on the product.
o Apply probability values related to the research project and statistical decision-making.
o Demonstrate effective patient management skills.
o Demonstrate legal and ethical practices in the dental business office.
o Demonstrate effective telecommunication skills.
o Demonstrate effective written communication skills.
o Maintain inventory systems and supply ordering methods.
o Demonstrate proper behavioral/verbal skills during a job interview.
o Identify the five R’s of good staff relationships.
o Manage interpersonal communication of staff and doctor.
o Manage time effectively.
o Conduct team meetings and manage conflict.
o Utilize the code of ethics for dental health care professionals.
o Demonstrate techniques to minimize litigation in a dental office.
o Utilize the basic steps for preparing written communication.
o Develop an effective newsletter and it’s use as a mailing device.
o Effectively utilize telecommunications in the dental office.
o Utilize a variety of appointment book styles.
o Identify solutions to common appointment scheduling situations.
• Utilize a treatment plan while scheduling appointments for patients.
• Prepare a daily schedule and a call list.
  Utilize the ADA codes for dental procedures and complete the ADA claim form.
• Utilize a variety of inventory systems.
• Demonstrate the proper storage and handling of hazardous materials.
• Demonstrate the desirable characteristics for the job you seek.
• Demonstrate methods of marketing your skills.
• Develop a philosophy for dental hygiene career.
• Identify factors to consider in salary negotiations.
• Prepare data for job applications and interviews.
• Prepare an interview follow-up letter.

• Affective:
  o Develop an appreciation for the primary objectives of the course: preparing the student to function competently and confidently during a clinical emergency situation.
  o Develop strong communication skills that will promote the ability to work with colleagues collaboratively in a team effort to handle all emergency situations.
  o Develop leadership skills enabling the student to assume any role required in the dental office emergency setting.
  o Develop cognizance of the importance of teamwork in the daily operation of a dental office.
  o Appreciate each patient as an individual.
  o Treat all patients, peers, faculty and staff with compassion, care and consideration.
  o Respect confidentiality of all personal information.

**GENERAL EDUCATION OUTCOMES IN THIS COURSE:**

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<th>Written and Oral Communication: Communication</th>
<th>* Students will communicate meaningfully with a chosen audience while demonstrating critical thought</th>
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<td>Scientific Knowledge and Reasoning: Science</td>
<td>* Students will understand and employ the scientific method of inquiry to draw conclusions based on verifiable evidence.</td>
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<td>* Students will demonstrate critical thinking skills in the analysis of scientific data.</td>
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<td>Technological Competency or Information Literacy: Technology</td>
<td>* Students will demonstrate competency in office productivity tools appropriate to continuing their education.</td>
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<td>* Students will use critical thinking skills for computer-based access, analysis, and presentation of information.</td>
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<td>Core Course Content:</td>
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<td>• Session 1 Orientation to Ch 1 Business Administration Begin to Explore Research Topics</td>
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<td>• Session 2 Scheduling and Appointment Ch 2 Management Research Topic Due</td>
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<td>• Session 3 Records Management Ch 3</td>
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<td>• Session 4 Recall Systems Ch 5</td>
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<td>• Session 5 Accounts Receivable Ch 6</td>
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<td>• Session 6 Dental Insurance Ch 7 CDT Codes Electronic filing</td>
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<td>• Session 7 Collections and Payment Plans Ch 8 Research Bibliography Due</td>
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<td>• Session 8 MIDTERM EXAM</td>
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<td>• Session 9 Inventory Control Ch 9 Purchasing</td>
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<td>• Session 10 Accounts Payable Ch 10</td>
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<td>• Session 11, 12, 13 Presentation of Research Project Due Research Projects</td>
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<td>• Session 14 Review for Final</td>
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<td>• Session 15 FINAL EXAM</td>
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**COURSE ACTIVITIES:**

Course activities vary from course to course and instructor to instructor. Below is a listing of some of the activities students can anticipate in this course:

- **Writing assignments:** students will analyze current issues in the field using current articles from the popular press as well as library research including electronic resources databases.

- **Speaking assignments:** students will present research individually or in groups using current technology to support the presentation (e.g., PowerPoint presentation); students will participate in discussions and debates related to the
topics in the lessons. Discussions may also focus on cross-cultural and legal-ethical dilemmas as they relate to the course content.

- **Simulation activities:** Trends and issues will be analyzed for their ethical as well as social or legal significance. Students might role-play common situations for classmates to analyze. Current news articles may be used to generate discussion.

- **Case Studies:** Complex situations and scenarios will be analyzed in cooperative group settings or as homework assignments.

- **Lectures:** This format will include question and answer sessions to provide interactivity between students and instructor.

- **Speakers:** Representatives from various related fields may be invited to speak.

- **Videos:** Related topics will provide impetus for discussion.

**EDUCATIONAL TECHNOLOGY:**

Rowan College at Burlington County advocates a technology enhanced teaching and learning environment. Advanced technological tools may be used in any course section to facilitate instruction. Many of our sections are web-enhanced, which means that some of your work will be submitted or completed online. Web enhancements may include online materials, grade books, testing and quizzes and assignment submission. Many students enjoy the flexibility and convenience that these online enhancements have provided, however if you have concerns about the technology involved, please speak to your instructor immediately.

**STUDENT EVALUATIONS:**

The student will be evaluated on the degree to which student learning outcomes are achieved. A variety of methods may be used such as tests, quizzes, class participation, projects, homework assignments, presentations, etc.

See individual instructor’s course handouts for grading system and criteria (point value for each assessment component in course, e.g. tests, papers, presentations, attendance etc.), number of papers and examinations required in the course, and testing policy including make ups and/or retests.

**GRADING STANDARD:**

- **A** Mastery of essential elements and related concepts, plus demonstrated excellence or originality.
- **B+** Mastery of essential elements and related concepts, showing higher level understanding.
- **B** Mastery of essential elements and related concepts.
C+ Above average knowledge of essential elements and related concepts.
C  Acceptable knowledge of essential elements and related concepts.
D  Minimal knowledge of related concepts.
F  Unsatisfactory progress. This grade may also be assigned in cases of academic misconduct, such as cheating or plagiarism, and/or excessive absences.

For other grades, see the current ROWAN COLLEGE AT BURLINGTON COUNTY catalog.

**College Policies:**

The current college catalog and student handbook are important documents for understanding your rights and responsibilities as a student in the RCBC classroom. Please read your catalog and handbook as they supplement this syllabus, particularly for information regarding:

- Academic Integrity Code
- Student Conduct Code
- Student Grade Appeal Process

**Office of Student Support and Disabilities Services:**

RCBC welcomes students with disabilities into the college’s educational programs. Access to accommodations and support services for students with learning and other disabilities is facilitated by staff in the Office of Student Support (OSS). In order to receive accommodations, a student must contact the OSS, self-identify as having a disability, provide appropriate documentation, and participate in an intake appointment. If the documentation supports the request for reasonable accommodations, the OSS will provide the student with an Accommodation Plan to give to instructors. Contact the Office of Student Support at 609-894-9311, ext. 1208 or visit the website at: [www.rcbc.edu/studentsupport](http://www.rcbc.edu/studentsupport)

**Additional Support/Labs:**

RCBC provides academic advising, student support personal counseling, transfer advising, and special accommodations for individuals with disabilities free to all students through the Division of Student Services. For more information about any of these services, visit the Laurel Hall on the Mt. Laurel Campus, or call (609) 894-9311 or (856) 222-9311, then dial the desired extension:
- Ext. 1557 Academic Advisement and Counseling
- Ext. 1803 Special Populations
- Ext. 2737 Transfer Center

Or visit the following websites:

- Academic Advising [www.rcbc.edu/advising](http://www.rcbc.edu/advising)
- Student Support Counseling [www.rcbc.edu/counseling](http://www.rcbc.edu/counseling)
- Transfer Center [www.rcbc.edu/transfer](http://www.rcbc.edu/transfer)
RCBC offers a free tutoring for all currently enrolled students. For more information regarding The Tutoring Center call Extension 1495 at (609) 894-9311 or (856) 222-9311 or visit the Tutoring Center Website at www.rcbc.edu/tutoring

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