



****Dental Practice Coordination****

Information Packet

4/22/20

Dear Prospective Dental Practice Coordination Applicant:

Thank you for inquiring about Stark State College's Dental Practice Coordination program. This information packet represents the most up to date information in print, but please note that it is subject to change as needed to maintain a high quality program. Currently, one class of 24 students is enrolled each year beginning in both the fall and spring semesters.

The Dental Practice Coordination program is a limited enrollment program; therefore, students must apply and be accepted into the program *separately* from being enrolled into the college. The program uses a "rolling admissions" process which means there is no specific application deadline for each class. Students become "eligible" to apply when they meet specific admission criteria. Once students successfully complete the application process, they are accepted on a first-come, first-placed basis.

All students considering the Dental Practice Coordination Program must:

- 1. Apply to Stark State College** (if new to the college)
- 2. Take the Accuplacer test** (if not taken previously)
 - a. The test will determine whether or not you will need to enroll in any pre-requisite course (IDS 102) BEFORE you begin the program courses.
 - b. The test can be taken any time after you apply to the College, but it is strongly recommended that you complete it before your first advising appointment. This will allow your advisor to give you the best advice towards scheduling other courses.
 - **Note:** *Transfer students and/or students who have taken the ACT within the last two calendar years may not be required to take the Accuplacer test. An admissions counselor can discuss the details with you.*
 - c. Call **330-494-6170 ext. 4977** for test dates and times.
 - d. There is no fee for this test and you do not need to study for it.
- 3. Complete BCI/FBI Background Check**

Call 330-494-6170 x 4367 to schedule an appointment with the Security Office at Stark State College.
- 4. Make an Academic Advising Appointment**
 - If you have never taken a credit course at Stark State College, make an appointment with an Admissions Counselor at 330-494-6170 or 800-797-8275.
 - If you are a current student at the College, make an appointment with the Dental Practice Coordination program coordinator by calling 330-494-6170 ext. 5047.

We look forward to your continued interest in Stark State College's Dental Practice Coordination Program.

Sincerely,

The Dental Practice Coordination Program Coordinator

Dental Practice Coordination Program Purpose and Philosophy

Dental Practice Coordination Program Purpose

A degree or certificate in Dental Practice Coordination prepares students to serve as an advocate and educator of patient treatment and to play a key role in the dental care team. This program will prepare students to facilitate the delivery of optimal dental care, such as management of patient schedules, working cooperatively with the front office and the clinical office and creating individual treatment plans. Management of dental insurance claims with use of dental software will be included in the training. Students will learn the essential skills needed for the position and to optimize effective case presentation and treatment-planning skills. They are employed by private practice dental offices, specialty offices, hospitals, clinics, and corporate offices.

Dental Practice Coordination Program Philosophy

The Dental Practice Coordination Program will prepare students to demonstrate knowledge in creating treatment plans for dental care. The role is essential in securing treatment plans and coordination of financial resources and/or insurance requirements and billing practices. Additionally, this role assists in achieving dental practice production goals, greeting patients, scheduling appointments, answering phones, and other dental office responsibilities as required. The Dental Practice Coordinator exhibits an efficient, knowledgeable and positive countenance to every patient experience. Graduates will understand the role of the dental practice coordinator, as well as that of all other members of the dental health team and will be prepared to adapt to the changing demands of the oral health care profession.

The Program at Stark State College seeks to develop dental practice coordinators who view their profession with confidence and pride, understand scope of practice and are able to influence the factors that affect the advancement of the profession.

Dental Practice Coordination Program Goals

1. Technical Attributes-Comprehend, apply and evaluate clinical information relevant to the role of a Dental Practice Coordinator. Demonstrate the ability to utilize dental software in all phases of patient care.
2. Coordinate Patient Care-Prepare and present treatment plans and financial estimates to patients for all prescribed treatment. Demonstrate the ability to create treatment plans to address patient concerns. Use ethical judgments in the delivery of Dental Practice Coordinator duties.
3. Effective Communication-Professionally communicate with patients and all outside and third-party affiliations through oral presentations in a manner that would build patient trust. Effectively communicate and develop a working relationship to promote teamwork.
4. Accuracy-Schedule patient treatment appointments based on sequence, complete all aspects of insurance processing and coordinate financial aspects related to treatment. Complete accurate patient documents and charts. Oversee and track account progress of treatment and financial aspects.
5. Professionalism-Adhere to state, federal and HIPAA laws and guidelines regarding confidentiality to patient records. Demonstrate professional behavior, knowledge, ability, and values consistent with one in the role of a Dental Practice Coordinator.

Stark State College (SSC)
Frequently Asked Questions (FAQ) for
Prospective Dental Practice Coordination Students

Q1. What resources can I use to assist me in exploring the Dental Practice Coordinator profession?

A1. Visit www.ADAA.org, www.ADA.org, www.DANB.org, Occupational Outlook Handbook at www.bls.gov/ovc or the American Association of Dental Office manager at www.dentalmanagers.com and Indeed.com. You may also want to visit the Career Services Office on campus in room M104 of the Gateway Center.

Q2. What is a Dental Practice Coordinator?

A2. Dental practice coordinators have a variety of roles. Some of the roles are as follows:

- Conduct interviews to understand the patient's oral health history, concerns, and oral health objectives
- Formulate and present the treatment plans, address patient concerns and answer any patient questions
- Assist the patient in prioritizing the treatment and establish a plan for scheduling and payment of services
- Build patient trust
- Conduct financial consultations with all new patients and with existing patients when new treatment plans are presented
- Manage and maintain the payment options and policies for patients to promote the practice's financial integrity
- Understand the practice's policy on working with dental benefit plans and be prepared to educate patients on their dental benefits
- Bill dental insurance companies, post payments, and estimate claims are required

Q3. Is Dental Practice Coordination a field for women only?

A3. **No.** Although the majority of dental practice coordinators are women, men are very successful in this field too. Many dental practice coordinators find opportunities in oral surgery offices, hospital clinics, as well as in dental offices.

Q4. How long is the Dental Practice Coordination program at Stark State College?

A4. Most students finish the Career Enhancement certificate in as little as two semesters. Associate of Science Degree seeking individuals should expect to complete the program in five semesters as a full time student.

Q5. Are there any pre-requisites prior to admission into the Dental Practice Coordination program?

A5. **Yes.** The Accuplacer test scores and/or prerequisites are established for the program. Accuplacer test reading scores must be met with a score of 80 or better. IDS102 or testing out with a reading score of 80 is the pre-requisite for the program.

Q6. Is the BCI/FBI background checks necessary prior to applying to the Dental Practice Coordination program?

A6. **Yes.** Both BCI/FBI background checks must be completed and eligibility is verified. The cost for the background checks is currently \$70.00 for both checks. These checks expire after one year.

Q7. What are the other requirements?

A7. *Official high school and/or college transcripts submitted to the college upon being accepted to Stark State College.*

Q8. What is the cost of the program?

A8. *Cost will depend on level of education completed. Most students completing the certificate track will do so while investing approximately \$4,613.60. Degree seeking candidates can refer to the 'Estimated Cost' sheet on page 12.*

Q9. Are there any personal attributes I should consider when thinking about Dental Practice Coordination as a career?

A9. *Yes. Prospective student should have the ability to succeed in a science-based curriculum, relate well to people on a one-on-one basis, feel comfortable working in close proximity with people of all ages and backgrounds, be patient, and have good time-management skills.*

Q10. Are there any specific physical requirements necessary to perform Dental Practice Coordinator functions?

A10. *These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. **Physical Exertion:** The dental practice coordinator may be required to lift up to approximately 20 pounds. **Vision:** Requirements of the job include close vision. form/spatial ability (view in three- dimensional relationships, distinguish subtle changes from one form or shape to another, **Speaking/Hearing:** Ability to give and receive information through effective speaking and listening and language development (speak clearly so that a patient understands his/her dental condition). **Motor Coordination:** While performing the duties of this job, the dental practice coordinator is occasionally required to walk; sit; speak clearly and listen to the patient's needs. The dental practice coordinator must have use of both hands.*

Q11. Is this a full-time or part-time program?

A11. *This program is designed with flexibility within your schedule. You are given the opportunity to proceed at your own pace. Most students complete the degree track within two years or complete the career enhancement certificate in two semesters.*

Q12. Is there an application deadline?

A12. *No. Applicants will be accepted when a candidate completes the eligibility (pre-application) requirements.*

Q13. When should a student apply to the program?

A13. *After a student has met the special pre-application requirements listed on the Checklist/Application.*

Q14. Do all eligible applicants get accepted into the program?

A14. *Yes. Acceptance to the program is based solely on meeting the requirements and submitting a complete application. Applicants are not placed in competition with one another. However, admission is granted on a space available basis. Eligible applicants are guaranteed admission but may be admitted to a succeeding class.*

Q15. How many students are in each class?

A15. *A full class includes 24 students.*

Q16. When do students start the Dental Practice Coordination program?

A16. *Students are accepted into the program in the spring and fall semesters. Total number of students accepted are 24 in each of the semesters.*

Q17. Are summer courses offered?

A17. *Yes. Summer courses are offered for students who have already been accepted into the program and are eligible to take the course(s) being offered. Courses may be limited.*

Q18. What hours will I be in attendance at school while enrolled in the Dental Practice Coordination Program?

A18. *The schedule varies during the year. Lecture and lab classes are scheduled simultaneously with the course offering. Day and evening courses may be available. Classes meet once per week.*

Q19. Can credits earned in the program be transferred or applied to a bachelor's degree?

A19. *Yes. Many courses included in the curriculum are transferable. Technical courses must be evaluated by the institution where a student wishes to transfer.*

Q20. Are Dental Practice Coordinators at risk for infectious diseases, such as AIDS?

A20. *Dental Practice Coordinators who practice according to the infection control guidelines recommended by the Centers for Disease Control (CDC), and by doing so are at no greater risk than any other health care professional.*

Q21. Can out-of-state students apply and be accepted?

A21. *Yes. The same criteria and procedures apply.*

Q22. How do I apply to the Dental Practice Coordination program?

A22. *Students must register to become a student of the college PRIOR to applying to any program at Stark State College. Initial steps include:*

- *Complete the college application*
- *Complete the Accuplacer test*
- *Submit official high school and/or college transcripts to the college*
- *Complete BCI/FBI background checks in the SSC security office*
- *Complete the program application and meet the eligibility requirements*

Q23. Who should I contact for more information?

A23. *Contact the Program Coordinator: Jill Kohler, CDA, RDH, MS, jkohler@starkstate.edu, or 330-966-5458 ext. 5047.*

Q24. What is the expected course sequence for Dental Practice Coordination training (CEC and degree)?


A24. *See full Curriculum Advising Sheets starting on page 7.*

Q25. Do I need health insurance to participate in service learning activities?

A25. *You may or may not need health insurance to participate, each site has individual requirements.*

NOTE:

- The College reserves the right to change, without notice, statements concerning rules, policies, fees, curricula, courses, or other matters.
- SSC is committed to equal opportunity for all and does not discriminate on the basis of race, color, religion, national origin, gender, age, or disability.
- SSC strives to enroll a diverse representation of students within the Health Sciences programs. Members of underrepresented groups are encouraged to apply.

 	ASSOCIATE OF SCIENCE DENTAL PRACTICE COORDINATION <i>The catalog in force is assigned to students based on the academic year they first applied to the college, and changes only when students change their major or request the change in writing.</i>	1920 Catalog Effective Summer 2019
	3406	

Health and Public Services Division

Allied Dental Health Professions Department

Course Number	Course Title	Credits	Pre- and Co-Requisites	Completed Sem. /Year
FRESHMAN EXPERIENCE				
SSC101	Student Success Seminar ^{^^}	1	Take first semester	
COMPUTER APPLICATIONS & ADMINISTRATIVE OFFICE				
BUS121	Business Administration [^]	3	IDS102 or Proficiency	
ITD122	Computer Applications for Professionals [^]	3	ITD100 or Proficiency	
ORAL COMMUNICATION:				
COM121	Effective Speaking	3		
ENGLISH COMPOSITION:				
ENG124	College Composition [^]	3	Co-ENG024 or Co-ENG011 or Proficiency	
ENG230	Business Communication [^]	3	ENG124 or Proficiency	
SOCIAL & BEHAVIORAL SCIENCES:				
PSY121	General Psychology [^]	3	IDS102 or Proficiency	
PSY124	Industrial/Organizational Psychology	3		
SOC121	Sociology [^]	3	IDS102 or Proficiency	
ARTS & HUMANITIES:				
PHL122	Ethics	3		
SOC225	Cultural Diversity	3		
SCIENCES & MATHEMATICS: 14-15 credits minimum				
BIO101	Introduction to Anatomy and Physiology	3	IDS102 or Proficiency	
BIO121	Anatomy and Physiology I (lab) [▲]	4	BIO101	
BIO122	Anatomy and Physiology II (lab)	4	BIO121 or BIO123	
MTH124 or MTH125	Statistics [^] or College Algebra [^]	3-4	Check for prerequisites	
Total		45-46		
TECHNICAL COURSES:				
DAS128	Introduction to Dental Terminology and Basic Anatomy	2		
DAS129	Fundamentals of the Dental Profession	3	Co-Requisite DAS130	
DAS130	Dental Practice Coordination I	3	Co-Requisite DAS129	
DAS131	Dental Insurance	2	Pre-Requisite DAS130	
DAS132	Dental Practice Coordination II	3	Pre-Requisite DAS130	
AOT121	Keyboarding/Formatting	3	Co-Requisite DAS131 and DAS132 Pre-Requisite AOT101 or Proficiency	
Total		16		
Total Credits		61-62		

[^]Based upon SSC placement score

^{^^}To promote student success, this course should be taken in the first semester

[▲]Because of strong emphasis on science in this major, applicants must have successfully completed Chemistry and Biology in high school. Students who did not complete the courses in high school, and those who prefer to refresh their knowledge of the material, should complete the listed pre-requisites.

Minimum grade of "C" in all technical courses is required.

FULL-TIME STUDENT ADVISING NOTES

Academic Advising

Each student should make an appointment to see their advisor every semester before registering for classes. Please have your registration form completed, including the courses you wish to take, for this meeting.

Course Sequence

The semester-by-semester listing below gives the normal scheduling option for full-time associate degree students who plan to finish in two years. Some courses can be scheduled as beginning courses in other semesters depending upon course availability and advisor's recommendation.



<u>First Semester</u>	<u>Course Title</u>	<u>Credit Hour</u>	<u>Pre- and Co-requisites</u>
SSC101	Student Success Seminar^^	1	<i>Take first semester</i>
DAS128	Introduction to Dental Terminology and Basic Anatomy	2	
DAS129	Fundamentals of the Dental Profession	3	Co-Requisite DAS130
DAS130	Dental Practice Coordination I	3	Co-Requisite DAS129
ENG124	College Composition^	3	Co-ENG024 or Co-ENG011 or Proficiency
MTH125 or MTH124	College Algebra^ or Statistics^	<u>4 or 3</u>	Check for prerequisites
		15-16	
<u>Second Semester</u>			
BIO101	Introduction to Anatomy and Physiology	3	IDS102 or Proficiency
DAS131	Dental Insurance	2	Pre-Requisite DAS130
DAS132	Dental Practice Coordination II	3	Pre-Requisite DAS130
AOT121	Keyboarding/Formatting	3	Co-Requisite DAS131 and DAS132 Pre-Requisite AOT101 or Proficiency
SOC121	Sociology^	<u>3</u>	IDS102 or Proficiency
		14	
<u>Third Semester</u>			
ITD122	Computer Applications for Professionals ^	3	ITD100 or Proficiency
PSY121	General Psychology^	<u>3</u>	IDS102 or Proficiency
		6	
<u>Fourth Semester</u>			
BIO121	Anatomy and Physiology I (lab)▲	4	BIO101
COM121	Effective Speaking	3	
PSY124	Industrial/Organizational Psychology	3	
SOC225	Cultural Diversity	<u>3</u>	
		13	
<u>Fifth Semester</u>			
BIO122	Anatomy and Physiology II (lab)	4	BIO121 or BIO123
BUS121	Business Administration^	3	IDS102 or Proficiency
ENG230	Business Communication^	3	ENG124
PHL122	Ethics	<u>3</u>	
		13	
	TOTAL CREDITS	61-62	

^Based upon SSC placement score

^^To promote student success, this course should be taken in the first semester

▲Because of strong emphasis on science in this major, applicants must have successfully completed Chemistry and Biology in high school. Students who did not complete the courses in high school, and those who prefer to refresh their knowledge of the material, should complete the listed pre-requisites.

Minimum grade of "C" in all technical courses is required

 	CAREER ENHANCEMENT CERTIFICATE DENTAL PRACTICE COORDINATION <i>The catalog in force is assigned to students based on the academic year they first applied to the college, and changes only when students change their major or request the change in writing.</i>	1920 Catalog Effective Summer 2019
	3404	

Health and Public Services Division

Allied Dental Health Professions Department

Course Number	Course Title	Credits	Pre- and Co-Requisites	Completed Sem./Year
DAS128	Introduction to Dental Terminology and Basic Anatomy	2		
DAS129	Fundamentals of the Dental Profession	3	Co-Requisite DAS130	
DAS130	Dental Practice Coordination I	3	Co-Requisite DAS129	
DAS131	Dental Insurance	2	Pre-Requisite DAS130	
DAS132	Dental Practice Coordination II	3	Pre-Requisite DAS130	
AOT121	Keyboarding/Formatting	3	Co-Requisite DAS131 and DAS132 Pre-Requisite AOT101 or Proficiency	
TOTAL CREDITS		16		

STUDENT ADVISING NOTES

Academic Advising

Students should make an appointment to see their advisor before registering for classes each semester. They should have prepared a completed registration form, including courses they wish to take, prior to this meeting.

<u>First Semester</u>		<u>Credit Hours</u>	<u>Pre- and Co-Requisites</u>
DAS128	Introduction to Dental Terminology and Basic Anatomy	2	
DAS129	Fundamentals of the Dental Profession	3	Co-Requisite DAS130
DAS130	Dental Practice Coordination I	<u>3</u>	Co-Requisite DAS129
		8	
<u>Second Semester</u>			
DAS131	Dental Insurance	2	Pre-Requisite DAS130
DAS132	Dental Practice Coordination II	3	Pre-Requisite DAS130
AOT121	Keyboarding/Formatting	<u>3</u>	Co-Requisite DAS131 and DAS132 Pre-Requisite AOT101 or Proficiency
		8	
TOTAL CREDITS		16	

Minimum grade of "C" in all technical courses is required.

Dental Practice Coordination Program Course Sequence and Descriptions

Required Curriculum Sequence

Dental Practice Coordination courses must be taken in a designated sequence of the curriculum plan. All required non-Dental Practice Coordination courses can be taken prior to, concurrently, or after the completion of the Dental Practice Coordinator specific curriculum plan. Fundamentals of the Dental Profession (DAS129) and Dental Practice Coordination (DAS130) must be taken prior to Dental Insurance (DAS131) and Dental Practice Coordination II (DAS132).

Course Descriptions

DAS 128: INTRO to DENTAL TERMINOLOGY and BASIC ANATOMY

This course will introduce basic concepts in dental terminology and head and neck anatomy necessary for preparation for beginning technical studies of dental auxiliary procedures.

DAS129: FUNDAMENTALS OF THE DENTAL PROFESSION

An introduction to the fundamentals of working in a dental office as a Dental Practice Coordinator and the dental team. An introduction to infection control/dental health safety, medical/dental histories, HIPAA policy, communication skills, dental procedures/treatment options, and materials used. Aspects of treatment planning, restorative charting, periodontal charting, prevention techniques, and radiography as they relate to the role of the Dental Practice Coordinator are emphasized. Students must acquire a Healthcare provider CPR certification as a requirement in this course.

DAS130: DENTAL PRACTICE COORDINATION I

This course focuses on the application of dental software. It also introduces management of the dental office including dental office procedures and techniques, written, verbal, and electronic communications, dental software and computer use, dental insurance, introduction to CDT coding, inventory control, accounts receivable, accounts payable, recall systems, scheduling, marketing, and staff and patient management. Concepts of the business of dentistry as a service profession, legal and ethical issues are covered.

DAS131: DENTAL INSURANCE

This course will focus on dental insurance coding, insurance verification, preparing and submitting preauthorization to dental insurance company, submitting dental claims, treatment plan presentations. Scheduling and confirming appointments will be included with the treatment plan appointment and sequence of appointments. In addition, tracking treatment progress and communicating with both the patient, dental team, and insurance companies regarding financial arrangements. Accepting and posting treatment payments will be utilized using dental software.

DAS132: DENTAL PRACTICE COORDINATION II

This capstone course enhances the dental office experience permitting the student to serve as a non-paid dental practice coordinator in the offices that are affiliated with Stark State College. This course consists of observation and completing a variety of dental practice coordination tasks. Students will participate in didactic instruction related to their experiences, employment strategies, interviewing techniques for the interviewer and interviewee, and work ethic. Management of medical/dental emergencies are emphasized. Students will create an office policy manual in this course.

AOT121: KEYBOARDING/FORMATTING

Knowledge of keyboard is required. This course is designed to refine the fundamentals of "touch" control of the keyboard and proper keyboarding techniques. Major objectives are to build speed and accuracy at the keyboard and to apply keyboarding skills in the formatting of business correspondence, tables and reports. Upon completion, students should be able to format a variety of business documents using a popular word processing package and achieve a minimum keyboarding skill.

What must I do to be accepted into the Dental Practice Coordination Program?

1. Apply to SSC and complete a placement test (Accuplacer test or recent ACT).
2. Have a high school diploma or G.E.D. certificate.
3. Complete IDS102 or demonstrate proficiency in college reading through the Accuplacer placement assessment test or ACT scores.
4. Complete BCI and FBI Background checks through the Stark State Security Office receiving a result of "Eligible to Apply".

If you are new to Stark State College and have questions about the program admissions process, contact an admissions counselor. If you are a current student and have questions about the admissions process, contact your assigned academic advisor (refer to the "My Stuff" tab on mystarkstate).

ESTIMATED EXPENSES
DENTAL PRACTICE COORDINATION PROGRAM
CEC and Degree Track

Expense Item	Payable to SSC as Direct Cost of Training		Cost Payable to Sources other than SSC
	CEC Track	Degree Track	
BCI/FBI Background Checks	\$ 70.00/year	\$ 70.00/year	
Liability Insurance	15.00/year	15.00/year	
Textbooks-Program Courses	850.00	850.00	
Textbooks-General Studies/Degree		2140.00	
Distance Learning Fee (Web 3)	20.00	20.00	
Transportation to Clinical Sites			100.00
Physical Exam with Related Immunizations, drug tests, etc.			500.00*
CastleBranch Health Record Management Fee (one time only)			35.00
Health Insurance	Recommended	Recommended	Recommended
Personal Protective Equipment			Lab coat Uniform Shoes Safety goggles 80.00**
Student ID Badge			10.00
Dental Program Facility Usage Fee	700.00 first semester only	700.00 first semester only	
CPR Certification			50.00**
SSC Application Processing Fee (one time only)	95.00	95.00	
Maintenance and Campus Security Fee	35.00/per semester	35.00/per semester	
Estimated sub-total	\$1820.00	\$ 4115.00	
Plus Tuition	16 Credits x current rate = 2,793.60	60-61 Credits x current rate = 10,650.60	
Estimated total	\$ 4,613.60	\$14,765.60	\$775.00

**This is an estimate only. Each student may have different insurances, co-pays, etc. Students should expect to obtain a physical and maintain immunizations as applicable for the state licensure/certification process, as well as meeting any conditions set forth through the clinical placement process. These may differ depending on the site you are placed with for clinical training.*

***PPEs are a required part of both pre-clinical and clinical attire, and students should expect to incur expenses related to proper dress for each pre-clinical and clinical course.*