



Jordan University of Science and Technology
Faculty of Dentistry
Dental Surgery Department

DENT516 Dental Practice Management - JNQF Level: 7

Second Semester 2022-2023

Course Catalog

1 Credit Hours. This course emphasizes the procedures for office management in dental practices. It focuses on recognizing efficient office layout, managing personnel, communication, telecommunication, patient correspondence systems, patient dental record systems, filing, managing supplies, insurance policies, accounting, marketing services, recruiting and hiring staff

Text Book

Title	Dental Office Administration
Author(s)	Giraldine Irbacher-Girtel & Guy S Girtel
Edition	1st Edition
Short Name	Office Admin
Other Information	2010 - Irbacher-Girtel, Girtel ISBN: 13-978-0-7817-9160-1

Instructor

Name	Dr. Aceil Al-Khatib
Office Location	Irbid. DTC & J U ST's Postgraduate Clini
Office Hours	
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Class Schedule & Room

Section 1:
 Lecture Time: Sun : 18:00 - 19:00
 Room: متزامن الحضور منصة الكترونية

Tentative List of Topics Covered

Weeks	Topic	References
Week 1	Dental office layout and the dental team	Chapter 1 From Office Admin
Week 2	Communications & Telephone Skills	Chapters 5 & 6 From Office Admin
Week 3	Patient Record Management	Chapter 8 From Office Admin
Week 4	Patient Development & Maintenance	Chapter 9 From Office Admin
Week 5	Appointment Management	Chapter 9 From Office Admin
Week 6	Staff Management	Chapter 11 From Office Admin
Week 7	Filing Procedures	Chapter 12 From Office Admin
Week 8	Inventory	Chapter 13 From Office Admin
Week 9	Financial Management: Insurance & Accounts	Chapters 15 & 16 From Office Admin
Week 10	Financial Management: Banking & Payrolls	Chapters 17 & 18 From Office Admin
Week 11	Employment Strategies	Chapter 20 From Office Admin

Mapping of Course Outcomes to Program Outcomes and NQF Outcomes	Course Outcome Weight (Out of 100%)	Assessment method
Describe the layout of an efficient dental office, its functions and the roles of dental office personnel [91.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	9%	
Recognize effective communication (both verbal and non verbal) elements, telephone techniques and preparing business correspondences [241.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	24%	
Recognize the different forms used for patient record keeping including progress and incident reports [91.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	9%	
Recognize methods for developing and maintaining patient positive attitudes, loyalties and dental services marketing [91.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	9%	

Describe the basic filing guidelines with recognizing common filing systems and how to establish and maintain effective appointment control system [171.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	17%	
Recognize the different policies of office management, hiring, and terminating [81.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	8%	
Identify the different clinical and administrative supplies, the ordering procedures, and the inventory systems [81.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	8%	
Recognize the different insurance policies, accounting procedures, banking techniques, and payrolls [81.7 Scientific Knowledge and Cognitive Skills] [1L7K1]	8%	
Recognize the different employment strategies; including finding the right job, applying for jobs, interviews, and employment laws [81.6 Scientific Knowledge and Cognitive Skills] [1L7K1]	8%	

Relationship to Program Student Outcomes (Out of 100%)													
1.1 Scientific Knowledge and Cognitive Skills	1.2 Scientific Knowledge and Cognitive Skills	1.3 Scientific Knowledge and Cognitive Skills	1.4 Scientific Knowledge and Cognitive Skills	1.5 Scientific Knowledge and Cognitive Skills	1.6 Scientific Knowledge and Cognitive Skills	1.7 Scientific Knowledge and Cognitive Skills	2.1 Person-Centred Care	2.2 Person-Centred Care	2.3 Person-Centred Care	2.4 Person-Centred Care	3.1 Responsibility, Communication, Professionalism and Ethics	3.2 Responsibility, Communication, Professionalism and Ethics	3.3 Responsibility, Communication, Professionalism and Ethics
					92	8							

Relationship to NQF Outcomes (Out of 100%)	
	L7K1
	100

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